

January 21, 2010

## Quality and Patient Safety Dashboard indicators

Indicator	Timeline
Patient satisfaction with care	2010-2011
Number of patient concerns and commendations by category	2010-2011
Compliance with screening guidelines for <ul style="list-style-type: none"> <li>• Colorectal cancer</li> <li>• Breast cancer</li> <li>• Cervical cancer</li> </ul>	2011-2012 2010 2011-2012
Percentage of patients who smoke discharged with smoking cessation plan	2011-2012
Percentage of patient concerns escalated to Patient Concerns Office	2010-2011
Compliance with selected clinical pathways	2011-2012
Admissions for ambulatory sensitive conditions	2010
Admission to acute care during last six months of life	2011-2012
Percentage of patients diagnosed with diabetes with controlled blood sugar (haemoglobin A1c>8)	2011-2012
Percentage of patients diagnosed with hypertension with blood pressure control	2013-2014
Falls among seniors receiving continuing care supports	2010-2011
Compliance with hand hygiene policies	2011-2012
Never events – serious, largely preventable patient safety incidents that should not occur if the available preventative measures are implemented	2010-2011
Response time to start investigations into serious adverse events	2010-2011
MRSA infection rate (hospital acquired)	2010
Blood stream infection rate	2010
C-Difficile infection rate (hospital acquired)	2010-2011
Surgical site infection rate	2011-2012
Positive staff culture	2011-2012
Coronary artery bypass grafting (CABG) wait times	2010
Elective primary knee replacement surgery wait times by acuity level	2010
Elective primary hip replacement surgery wait times by acuity level	2010
Access to cancer care services by provider type	2010
Percentage of children receiving scheduled mental health treatment within 30 days	2010
Percentage of inpatient days classified as alternate level of care	2010
Emergency department average length of stay registration to discharge; registration to admission	2010