

fiscal
2023-2024

Q3

3rd quarter ended December 31, 2023

KHSC this
quarter



Service Accountability Agreement Report



Hôpital
Hotel Dieu
Hospital



Hôpital Général de
Kingston General
Hospital

Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston

KHSC Quarterly Service Accountability Agreement(HSAA) Performance Report: Scorecard

Fiscal Year Fiscal Quarter Indicator	2023				2024					
	Q3		Q4		Q1		Q2		Q3	
	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result
90th Percentile Time to Disposition Decision, admitted patients (90th)(KHSC)	11.40	14.90	11.40	14.10	11.40	14.40	11.40	15.90	11.40	18.20
Alternate Level Of Care (ALC) Rate (KHSC SAA)	15.00	6.10								
Central Line-Associated Primary Bloodstream Infection (CLI) Rate (KGH SAA)		0.20		0.09		0.07		0.11		0.02
Day Surgery Weighted Cases	1,505.00	1,515.00	1,505.00	1,702.00	1,505.00	1,714.00	1,505.00	1,592.00	1,505.00	1,190.00
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(HDH)	4.90	5.30	4.90	5.50	4.90	5.70	4.90	5.40	4.90	5.20
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(KGH)	6.30	9.70	6.30	9.00	6.30	9.50	6.30	10.40	6.30	11.10
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(HDH)	4.00	4.60	4.00	4.80	4.00	5.00	4.00	4.70	4.00	4.50
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(KGH)	4.60	8.20	4.60	7.30	4.60	7.80	4.60	8.90	4.60	9.60
Emergency Department and Urgent Care Visits (KHSC)	29,734.00	26,707.00	29,734.00	24,463.00	29,734.00	26,625.00	29,734.00	25,791.00	29,734.00	16,840.00
Emergency Department Weighted Cases (KHSC)	1,482.00	1,373.00	1,482.00	1,316.00	1,482.00	1,389.00	1,482.00	1,369.00	1,482.00	895.00
Percent ALC Days (KHSC SAA explanatory)	13.20	23.30	13.20	22.70	13.20	18.80	13.20	17.10	13.20	20.40
Percent of Cases Completed Within Access Target for Cancer Surgery	90.00	63.60	90.00	67.30	90.00	80.60	90.00	67.80	90.00	66.90
Percent of Cases Completed Within Access Target for Cardiac Bypass	90.00	97.30	90.00	92.50	90.00	83.00	90.00	62.40	90.00	60.50
Percent of Cases Completed Within Access Target for Cataract Surgery	90.00	52.50	90.00	60.10	90.00	65.30	90.00	70.10	90.00	77.00
Percent of Cases Completed Within Access Target for Hip Surgery (HDH)	81.50	19.50	81.50	37.70	81.50	62.50	81.50	80.00	81.50	48.80
Percent of Cases Completed Within Access Target for Hip Surgery (KGH)	71.00	24.30	71.00	45.20	71.00	64.90	71.00	76.90	71.00	64.00
Percent of Cases Completed Within Access Target for Knee Surgery (HDH)	81.50	36.80	81.50	73.30	81.50	84.50	81.50	73.40	81.50	47.10
Percent of Cases Completed Within Access Target for Knee Surgery (KGH)	71.00	32.90	71.00	66.20	71.00	74.50	71.00	67.30	71.00	41.10
Percent of Stroke/TIA Patients Admitted to a Stroke Unit During Their Inpatient Stay	75.00	70.00	75.00	65.00	75.00	74.00	75.00	50.00	75.00	43.00
QBP/Bundled - Bilateral Hip/Knee Replacement Bundled Bilateral Hip/Knee Replacement	3.00	33.00	4.00	46.00	1.00	12.00	2.00	16.00	3.00	17.00
QBP/Bundled - Chronic Obstructive Pulmonary Disease	138.00	314.00	184.00	448.00	47.00	108.00	94.00	198.00	141.00	300.00
QBP/Bundled - Congestive Heart Failure	114.00	285.00	152.00	399.00	39.00	119.00	78.00	224.00	117.00	306.00
QBP/Bundled - Corneal Transplant	24.00	72.00	32.00	97.00	8.00	28.00	16.00	53.00	24.00	73.00
QBP/Bundled - Hip Fracture	72.00	214.00	96.00	305.00	25.00	67.00	50.00	150.00	75.00	206.00
QBP/Bundled - Knee Arthroscopy Grp 1 Degenerative Meniscus and Knee Joint	18.00	35.00	24.00	40.00	6.00	17.00	12.00	26.00	18.00	31.00
QBP/Bundled - Knee Arthroscopy Grp 2 Other Meniscus and Knee Joint	21.00	36.00	28.00	48.00	4.00	11.00	8.00	18.00	12.00	25.00
QBP/Bundled - Knee Arthroscopy Grp 3 Ligament and Patella	45.00	54.00	60.00	80.00	9.00	20.00	18.00	38.00	27.00	51.00
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic (via incision)	6.00	14.00	8.00	17.00	2.00	2.00	4.00	7.00	6.00	10.00
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic assisted vaginal	9.00	17.00	12.00	21.00	3.00	3.00	6.00	8.00	9.00	9.00
QBP/Bundled - Non-Cancer Hysterectomy Open abdominal	24.00	12.00	32.00	18.00	8.00	2.00	16.00	7.00	24.00	11.00
QBP/Bundled - Non-Cancer Hysterectomy Outpatient	0.00	74.00	0.00	98.00	0.00	35.00	0.00	50.00	0.00	67.00
QBP/Bundled - Non-Cancer Hysterectomy Vaginal	2.00	2.00	3.00	3.00					1.00	1.00
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Elective AA)	15.00	32.00	20.00	45.00	5.00	7.00	10.00	16.00	15.00	22.00
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Non-Elective AA)	3.00	12.00	4.00	17.00	2.00	3.00	4.00	5.00	6.00	11.00
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Elective LEOD)	24.00	112.00	32.00	141.00	9.00	43.00	18.00	79.00	27.00	103.00
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Non-Elective LEOD)	12.00	35.00	16.00	42.00	4.00	12.00	8.00	18.00	12.00	25.00
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Non-Routine)	18.00	300.00	24.00	411.00	6.00	138.00	12.00	228.00	18.00	291.00
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Routine Bilateral)	0.00	36.00	0.00	51.00	5.00	16.00	10.00	28.00	15.00	40.00
QBP/Bundled - Pneumonia	84.00	227.00	112.00	313.00	28.00	81.00	56.00	131.00	84.00	189.00
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties	12.00	13.00	16.00	16.00	4.00	3.00	8.00	8.00	12.00	13.00
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties Reverse	12.00	17.00	16.00	19.00	4.00	13.00	8.00	20.00	12.00	28.00
QBP/Bundled - Shoulder Other Shoulder	6.00	6.00	8.00	9.00	2.00	3.00	4.00	6.00		
QBP/Bundled - Shoulder Shoulder Repairs	33.00	36.00	44.00	52.00	11.00	11.00	22.00	17.00	33.00	25.00
QBP/Bundled - Spine (Instrumented)	24.00	84.00	32.00	126.00	9.00	47.00	18.00	80.00	27.00	110.00
QBP/Bundled - Spine (Non-Instrumented)	150.00	276.00	200.00	378.00	29.00	55.00	58.00	101.00	87.00	145.00
QBP/Bundled - Stroke Stroke (Endovascular Treatment)	24.00	70.00	32.00	88.00	10.00	28.00	20.00	55.00	30.00	67.00
QBP/Bundled - Stroke Stroke (Hemorrhage)	12.00	43.00	16.00	62.00	4.00	27.00	8.00	33.00	12.00	42.00
QBP/Bundled - Stroke Stroke (Ischemic Or Unspecified)	78.00	211.00	104.00	280.00	26.00	75.00	52.00	158.00	78.00	209.00
QBP/Bundled - Stroke Stroke (Transient Ischemic Attack)	12.00	22.00	16.00	30.00	4.00	2.00	8.00	5.00	12.00	7.00
QBP/Bundled - Tonsillectomy	72.00	45.00	96.00	71.00	24.00	41.00	48.00	74.00	72.00	100.00
QBP/Bundled - Unilateral Cataract Repair Surgery	753.00	2,357.00	1,004.00	3,147.00	246.00	711.00	492.00	1,377.00	738.00	1,888.00
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Hip Replacement	87.00	174.00	116.00	247.00	30.00	57.00	60.00	103.00	90.00	147.00
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Knee Replacement	132.00	300.00	176.00	411.00	45.00	114.00	90.00	203.00	135.00	264.00
Rate Of Hospital Acquired Clostridium Difficile Infections (KGH SAA)	0.23	0.37	0.23	0.32	0.23	0.25	0.23	0.24	0.23	0.00
Rate Of Hospital Acquired Methicillin Resistant Staphylococcus Aureus Bacteremia (MRSA) (KGH SAA)	0.25	0.54	0.25	0.39	0.25	0.43	0.25	0.20	0.25	0.00
Rate Of Ventilator-Associated Pneumonia (KGH SAA)		0.13		0.14		0.23		0.29		0.02
Readmissions To Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions (KGH SAA)	17.60	14.20	17.60	14.60	17.60	13.70	17.60	16.00	17.60	9.70
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (HDH SAA)	16.30	97.40	16.30	132.40	16.30	54.50	16.30	73.50	16.30	46.80
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KGH SAA)	25.00	56.40	25.00	66.30	25.00	55.60	25.00	82.40	25.00	43.90
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (HDH SAA)	22.40	140.00	22.40	209.50	22.40	195.70	22.40	116.70	22.40	77.80
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (KGH SAA)	35.00	135.20	35.00	119.10	35.00	141.10	35.00	114.60	35.00	52.00
Total Inpatient Acute Weighted Cases	10,628.00	11,705.00	10,628.00	10,979.00	10,628.00	11,682.00	10,628.00	11,010.00	10,628.00	5,553.00

Fiscal Year	2023				2024						
Month Num	11	12	1	2	3	4	5	6	7	8	
Indicator	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
90th Percentile Time to Disposition Decision, admitted patients (90th)(KHSC)	50	14.30	13.60	13.50	14.20	15.30	15.10	16.10	16.70	18.90	17.50
Alternate Level Of Care (ALC) Rate (KHSC SAA)											
Central Line-Associated Primary Bloodstream Infection (CLI) Rate (KGH SAA)	07	0.23			0.07	0.13	0.13		0.21	0.06	
Day Surgery Weighted Cases	00	543.00	588.00	478.00	615.00	621.00	503.00	523.00	566.00	585.00	605.00
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(HDH)	50	5.30	5.70	5.60	5.80	5.50	5.70	5.50	5.20	5.30	5.10
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(KGH)	30	9.00	8.80	8.50	9.20	10.60	9.90	10.50	10.90	11.60	10.80
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(HDH)	90	4.70	5.00	4.90	5.20	4.90	5.00	4.50	4.30	4.50	4.50
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(KGH)	90	7.30	6.70	7.50	7.60	8.50	8.10	8.90	9.70	9.60	9.50
Emergency Department and Urgent Care Visits (KHSC)	00	7,521.00	8,778.00	8,656.00	9,264.00	8,705.00	8,876.00	8,518.00	8,397.00	8,523.00	8,317.00
Emergency Department Weighted Cases (KHSC)	00	402.00	466.00	452.00	479.00	459.00	464.00	454.00	452.00	456.00	439.00
Percent ALC Days (KHSC SAA explanatory)	30	27.80	20.40	17.10	22.90	15.20	15.60	19.20	16.10	22.70	18.00
Percent of Cases Completed Within Access Target for Cancer Surgery	50	65.70	68.40	79.60	81.50	80.60	70.40	68.50	65.20	71.60	61.70
Percent of Cases Completed Within Access Target for Cardiac Bypass	80	84.00	100.00	100.00	87.50	70.00	82.60	56.30	53.30	41.70	76.90
Percent of Cases Completed Within Access Target for Cataract Surgery	10	57.00	71.30	70.20	61.80	64.60	57.90	67.10	81.00	75.80	77.20
Percent of Cases Completed Within Access Target for Hip Surgery (HDH)	90	27.80	42.90	40.00	85.70	63.60	83.30	81.80	75.00	53.80	50.00
Percent of Cases Completed Within Access Target for Hip Surgery (KGH)	30	41.40	51.70	50.00	73.30	66.70	82.40	86.70	65.00	72.00	62.50
Percent of Cases Completed Within Access Target for Knee Surgery (HDH)	00	71.00	73.50	90.00	86.20	76.00	72.20	63.60	83.30	50.00	38.10
Percent of Cases Completed Within Access Target for Knee Surgery (KGH)	00	54.50	68.50	72.90	68.90	81.30	73.90	63.20	67.40	43.60	41.90
Percent of Stroke/TIA Patients Admitted to a Stroke Unit During Their Inpatient Stay	00	64.00	72.00	77.00	76.00	68.00	52.00	51.00	48.00	49.00	36.00
QBP/Bundled - Bilateral Hip/Knee Replacement Bundled Bilateral Hip/Knee Replacement	00	40.00	46.00	4.00	10.00	12.00	14.00	15.00	16.00	17.00	
QBP/Bundled - Chronic Obstructive Pulmonary Disease	00	413.00	448.00	42.00	74.00	108.00	135.00	164.00	198.00	266.00	300.00
QBP/Bundled - Congestive Heart Failure	00	353.00	399.00	36.00	74.00	119.00	151.00	190.00	224.00	265.00	306.00
QBP/Bundled - Corneal Transplant	00	90.00	97.00	10.00	22.00	28.00	37.00	43.00	53.00	64.00	73.00
QBP/Bundled - Hip Fracture	00	275.00	305.00	20.00	39.00	67.00	84.00	116.00	150.00	182.00	206.00
QBP/Bundled - Knee Arthroscopy Grp 1 Degenerative Meniscus and Knee Joint	00	78.00	80.00	4.00	11.00	17.00	21.00	25.00	26.00	30.00	31.00
QBP/Bundled - Knee Arthroscopy Grp 2 Other Meniscus and Knee Joint	00	42.00	48.00	2.00	5.00	11.00	12.00	14.00	18.00	24.00	25.00
QBP/Bundled - Knee Arthroscopy Grp 3 Ligament and Patella	00	74.00	80.00	5.00	11.00	20.00	26.00	33.00	38.00	45.00	51.00
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic (via incision)		17.00		2.00			4.00	6.00	7.00	9.00	10.00
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic assisted vaginal	00	20.00	21.00	2.00		3.00		5.00	8.00	9.00	
QBP/Bundled - Non-Cancer Hysterectomy Open abdominal		14.00	18.00	1.00	2.00		4.00	6.00	7.00		11.00
QBP/Bundled - Non-Cancer Hysterectomy Outpatient	00	93.00	98.00	14.00	26.00	35.00	38.00	44.00	50.00	55.00	67.00
QBP/Bundled - Non-Cancer Hysterectomy Vaginal			3.00							1.00	
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Elective AA)	00	39.00	45.00	2.00	5.00	7.00	10.00	13.00	16.00	19.00	22.00
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Non-Elective AA)	00	16.00	17.00	2.00		3.00		4.00	5.00	8.00	11.00
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Elective LEOD)	00	135.00	141.00	13.00	26.00	43.00	55.00	65.00	79.00	92.00	103.00
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Non-Elective LEOD)	00	39.00	42.00	1.00	7.00	12.00	13.00	16.00	18.00	22.00	25.00
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Non-Routine)	00	380.00	411.00	34.00	82.00	138.00	171.00	191.00	228.00	258.00	291.00
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Routine Bilateral)	00	45.00	51.00	8.00	12.00	16.00	18.00	24.00	28.00	31.00	40.00
QBP/Bundled - Pneumonia	00	278.00	313.00	24.00	49.00	81.00	95.00	112.00	131.00	146.00	189.00
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties	00	16.00		1.00	3.00		4.00	7.00	8.00	9.00	13.00
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties Reverse	00			7.00		13.00	15.00	17.00	20.00	22.00	28.00
QBP/Bundled - Shoulder Other Shoulder	00		9.00		1.00	3.00		4.00	6.00		
QBP/Bundled - Shoulder Shoulder Repairs	00	44.00	52.00	3.00	7.00	11.00	14.00	16.00	17.00	22.00	25.00
QBP/Bundled - Spine (Instrumented)	00	105.00	126.00	14.00	29.00	47.00	58.00	70.00	80.00	94.00	110.00
QBP/Bundled - Spine (Non-Instrumented)	00	356.00	378.00	17.00	39.00	55.00	72.00	86.00	101.00	117.00	145.00
QBP/Bundled - Stroke Stroke (Endovascular Treatment)	00	84.00	88.00	9.00	14.00	28.00	36.00	44.00	55.00	60.00	67.00
QBP/Bundled - Stroke Stroke (Hemorrhage)	00	55.00	62.00	8.00	17.00	27.00		30.00	33.00	36.00	42.00
QBP/Bundled - Stroke Stroke (Ischemic Or Unspecified)	00	255.00	280.00	22.00	52.00	75.00	103.00	130.00	158.00	184.00	209.00
QBP/Bundled - Stroke Stroke (Transient Ischemic Attack)	00	27.00	30.00	1.00		2.00	4.00	5.00			7.00
QBP/Bundled - Tonsillectomy	00	62.00	71.00	14.00	25.00	41.00	55.00	64.00	74.00	84.00	100.00
QBP/Bundled - Unilateral Cataract Repair Surgery	00	2,869.00	3,147.00	224.00	464.00	711.00	893.00	1,137.00	1,377.00	1,630.00	1,888.00
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Hip Replacement	00	222.00	247.00	15.00	34.00	57.00	73.00	89.00	103.00	128.00	147.00
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Knee Replacement	00	367.00	411.00	38.00	73.00	114.00	133.00	167.00	203.00	238.00	264.00
Rate Of Hospital Acquired Clostridium Difficile Infections (KGH SAA)	33	0.31	0.33	0.14	0.53	0.07	0.13	0.33	0.29	0.00	0.00
Rate Of Hospital Acquired Methicillin Resistant Staphylococcus Aureus Bacteremia (MRSA) (KGH SAA)	13	0.39	0.67	0.21	0.53	0.53	0.47	0.00	0.14	0.00	0.00
Rate Of Ventilator-Associated Pneumonia (KGH SAA)	00	0.15	0.27	0.14	0.47	0.07	0.27	0.47	0.14	0.06	
Readmissions To Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions (KGH SAA)	70	18.00	11.50	14.30	13.50	13.90	16.00	14.70	17.40	13.60	6.30
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (HDH SAA)	60	70.80	50.00	21.70	29.00	14.70	18.50	27.30	31.80	28.00	18.20
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KGH SAA)	50	29.70	23.40	23.20	18.30	19.80	34.50	32.50	24.30	20.60	8.80
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (HDH SAA)	10	100.00	18.20	150.00		50.00	14.30	14.30	100.00	58.30	
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (KGH SAA)	40	50.60	45.80	54.50	37.30	61.80	44.40	46.10	37.10	29.70	30.50
Total Inpatient Acute Weighted Cases	00	3,483.00	3,726.00	3,882.00	4,012.00	3,788.00	3,648.00	3,584.00	3,778.00	3,512.00	2,042.00