

fiscal
2023-2024 **Q4**
4th quarter ended March 31, 2024

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 Service Accountability Agreement (SAA) Performance Scorecard

Fiscal Year	2023		2024							
Fiscal Quarter	Q4		Q1		Q2		Q3		Q4* Feb 2024	
Indicator	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result
90th Percentile Time to Disposition Decision, admitted patients (90th)(KHSC)	11.4	14.1	11.4	14.4	11.4	15.9	11.4	17.9	11.4	16.4
Alternate Level Of Care (ALC) Rate (KHSC SAA)										
Central Line-Associated Primary Bloodstream Infection (CLI) Rate (KGH SAA)		0.09		0.07		0.11		0.02		
Day Surgery Weighted Cases	1,505	1,577	1,505	1,606	1,505	1,481	1,505	1,548	1,003	1,064
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(HDH)	4.9	5.5	4.9	5.7	5	5.7	5	5.1	5	5.1
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(KGH)	6.3	9	6.3	9.5	6.3	10.4	6.3	11	6.3	10.3
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(HDH)	4	4.8	4	5	4	4.7	4	4.4	4	4.4
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(KGH)	4.6	7.3	4.6	7.8	4.6	8.9	4.6	9.5	4.6	9
Emergency Department and Urgent Care Visits (KHSC)	29734	24,463	29734	26,625	29734	25,791	29734	24,786	19823	15,785
Emergency Department Weighted Cases	1482	1,227	1482	1,299	1482	1,281	1482	1,233	988	801
Percent ALC Days (KHSC SAA explanatory)	13.2	22.7	13.2	18.8	13.2	17.1	13.2	19.4	13.2	18.4
Percent of Cases Completed Within Access Target for Cancer Surgery	90	67.3	90	80.6	90	67.8	90	66.9	90	58.7
Percent of Cases Completed Within Access Target for Cardiac Bypass	90	92.5	90	83	90	62.4	90	60.5	90	57
Percent of Cases Completed Within Access Target for Cataract Surgery	90	60.1	90	65.3	90	70.1	90	77	90	69.3
Percent of Cases Completed Within Access Target for Hip Surgery (HDH)	81.5	37.7	81.5	62.5	81.5	80	81.5	48.8	81.5	56.5
Percent of Cases Completed Within Access Target for Hip Surgery (KGH)	71	45.2	71	64.9	71	76.9	71	64	71	60.3
Percent of Cases Completed Within Access Target for Knee Surgery (HDH)	81.5	73.3	82	84.5	81.5	73.4	81.5	47.1	81.5	66.3
Percent of Cases Completed Within Access Target for Knee Surgery (KGH)	71	66.2	71	74.5	71	67.3	71	41.1	71	63.3
Percent of Stroke/TIA Patients Admitted to a Stroke Unit During Their Inpatient Stay	75	65	75	74	75	51	75	47	75	59
QBP/Bundled - Bilateral Hip/Knee Replacement Bundled Bilateral Hip/Knee Replacement	12	46	3	12	6	16	9	17	13	22
QBP/Bundled - Chronic Obstructive Pulmonary Disease	548	448	140	108	280	198	420	361	517	450
QBP/Bundled - Congestive Heart Failure	452	339	117	119	234	224	351	333	429	415
QBP/Bundled - Corneal Transplant	96	97	24	28	48	53	72	81	88	94
QBP/Bundled - Hip Fracture	292	305	76	67	152	151	228	228	275	286
QBP/Bundled - Knee Arthroscopy Grp 1 Degenerative Meniscus and Knee Joint	76	40	19	17	38	26	57	32	66	45
QBP/Bundled - Knee Arthroscopy Grp 2 Other Meniscus and Knee Joint	76	48	11	11	22	18	33	31	44	40
QBP/Bundled - Knee Arthroscopy Grp 3 Ligament and Patella	184	80	27	20	54	39	81	55	99	67
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic (via incision)	28	17	7	2	14	7	21	10	25	13
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic assisted vaginal	40	21	10	3	20	8	30	10	24	12
QBP/Bundled - Non-Cancer Hysterectomy Open abdominal	92	18	23	2	46	7	69	12	72	15
QBP/Bundled - Non-Cancer Hysterectomy Outpatient	4	98	1	35	2	50	3	73	4	102
QBP/Bundled - Non-Cancer Hysterectomy Vaginal	9	3					3	1		
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Elective AA)	60	45	15	7	30	16	45	31	55	39
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Non-Elective AA)	16	17	5	3	10	5	15	12	16	15
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Elective LEOD)	100	141	27	43	54	79	81	110	99	126
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Non-Elective LEOD)	48	42	12	12	24	18	36	27	44	30
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Non-Routine)	68	411	18	138	36	228	54	316	66	378
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Routine Bilateral)	4	51	14	16	28	28	42	45	55	53
QBP/Bundled - Pneumonia	332	313	85	81	170	131	255	221	308	286
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties	52	16	33	3	66	8	99	13	36	18
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties Reverse	48	19	12	13	24	20	36	30	40	36

QBP/Bundled - Shoulder Other Shoulder	24	9	6	3	12	6				
QBP/Bundled - Shoulder Shoulder Repairs	132	52	33	11	66	17	99	31	121	39
QBP/Bundled - Spine (Instrumented)	92	126	26	47	52	80	78	125	99	153
QBP/Bundled - Spine (Non-Instrumented)	608	378	88	55	176	103	264	167	319	191
QBP/Bundled - Stroke Stroke (Endovascular Treatment)	92	88	31	28	62	55	93	73	110	89
QBP/Bundled - Stroke Stroke (Hemorrhage)	48	62	12	28	24	34	36	44	10	56
QBP/Bundled - Stroke Stroke (Ischemic Or Unspecified)	308	280	79	75	158	158	237	234	286	283
QBP/Bundled - Stroke Stroke (Transient Ischemic Attack)	52	30	13	2	26	5	39	12	32	14
QBP/Bundled - Tonsillectomy	292	71	73	41	146	74	219	113	264	150
QBP/Bundled - Unilateral Cataract Repair Surgery	3008	3,147	738	710	1476	1,375	2214	2,111	2,706	2,575
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Hip Replacement	348	247	89	57	178	103	267	171	330	210
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Knee Replacement	532	411	135	114	270	203	405	296	495	379
Rate Of Hospital Acquired Clostridium Difficile Infections (KGH SAA)	0.23	0.32	0.23	0.25	0.23	0.24	0.23	0	0.23	0
Rate Of Hospital Acquired Methicillin Resistant Staphylococcus Aureus Bacteremia (MRSA) (KGH SAA)	0.25	0.39	0.25	0.43	0.25	0.2	0.25	0	0.25	0
Rate Of Ventilator-Associated Pneumonia (KGH SAA)		0.14		0.23		0.29		0.02		0.04
Readmissions To Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions (KGH SAA)	17.6	15.3	17.6	15.3	17.6	21.6	17.6	17.4	17.6	10.3
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (HDH SAA)	16.3	45	16.3	21.6	16.3	25.4	16.3	27.3	16.3	38.5
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KGH SAA)	25	23.4	25	20.3	25	30.2	25	21.4	25	18.1
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (HDH SAA)	22.4	75	22.4	107.1	22.4	36.8	22.4	50	22.4	36.4
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (KGH SAA)	35	47.5	35	46.8	35	51	35	37.1	35	31
Total Inpatient Acute Weighted Cases	10,628	9,965	10,628	9,823	10,628	10,079	10,628	10,612	7,075	6,887