fiscal 2016-2017 **Q2**

2nd quarter ended September 30, 2016

KGH this quarter

QIP Performance Report

Kingston General Hospital

Outstanding care, always

KGH Quality Improvement Plan (QIP) Performance Report Fiscal 2016

Q2 FY2017 Quality Improvement Plan Report

Strategic Direction	2016 Outcome	Indicator	16-Q2	16-Q3	16-Q4	17-Q1	17-Q2	
Transform the patient experience through a relentless focus on quality, safety and service	KGH is a top performer on the essentials of quality, safety, & service	Twenty-five percent fewer patients experience skin ulcers on the 3 units (across 3 programs - medicine/surgery/critical care (K6, C10, K2 ICU)) - (QIP)	Y	Y	R	Y	Y	↓
		"Would you recommend this ED to your friends and family?" (QIP)	R	R	R	R	N/A	↓
		"Would you recommend this hospital (inpatient care) to your friends and family?" (QIP)	Y	R	R	R	N/A	↑
		90th Percentile ED Wait Time - All Admitted Patients (hrs.) - (QIP)	G	Y	R	Y	R	↓
		Hand Hygiene Compliance - (QIP)	Y	Y	Y	G	G	↑
		Medication Reconciliation at Admission (QIP)	R	Y	Y	Y	Y	↑
		Reduction in level 1 to 4 falls with a focus on level 3 and 4 falls (QIP)	R	R	Y	R	G	↑
		Percent ALC Days (QIP)	R	R	R	R	R	↓
Create seamless transitions in care for patients across our regional health-care system	Patient navigation pathways and partnerships are established for complex-acute and chronic patient populations	Risk-Adjusted 30-Day All-Cause Readmission Rate for Patients with COPD (QBP cohort) (QIP)	R	G	N/A	N/A	N/A	↑

Indicates improving performance to target over the past 5 quarters ↑ Indicates worsening performance to target over the past 5 quarters ↓

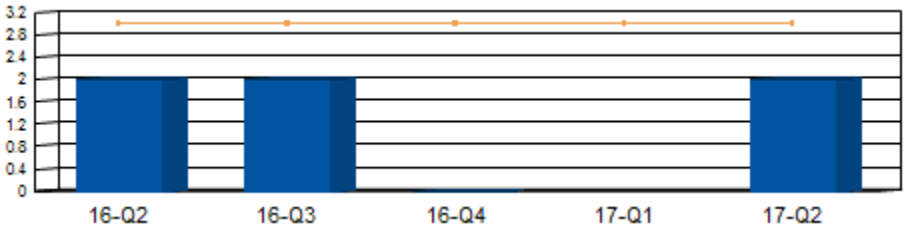
	Strategy					QIP					Supporting				
	F16		F17			F16		F17			F16		F17		
	Q3 %	Q4 %	Q1 %	Q2 %	Q2 #	Q3 %	Q4 %	Q1 %	Q2 %	Q2 #	Q3 %	Q4 %	Q1 %	Q2 %	Q2 #
R	22%	33%	0%	0%	0	25%	42%	33%	33%	4	28%	37%	32%	39%	44
G Y	78%	67%	100%	100%	10	75%	58%	67%	67%	5	72%	63%	68%	61%	69
N/A	0%	0%	0%	0%	0	0%	0%	0%	0%	0	0%	0%	0%	0%	0
					10					9					113

Q2 FY2017 Quality Improvement Plan Report

Transform the patient experience through a relentless focus on quality, safety and service

KGH is a top performer on the essentials of quality, safety, & service

Indicator: Twenty-five percent fewer patients experience skin ulcers on the 3 units (across 3 programs - medicine/surgery/critical care (K6, C10, K2 ICU)) - (QIP)



	Actual	Target
16-Q2	2	**3**
16-Q3	2	**3**
16-Q4	0	**3**
17-Q1		**3**
17-Q2	2	**3**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

This quarter a organizational wide pressure injury prevalence study was done using the same mythology as previous organizational study. The skin champions were given education on the new products in use at KGH as well as a refresher on performing the study. A wound and skin care open house was scheduled with the reps from various products in attendance. The skin champions attended.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

The prevalence study in September 2016 showed an overall hospital pressure injury prevalence of 14.4% This is compared to February 2016 with prevalence of 21% and February 2014 prevalence of 19.7%. Organizationally we are showing an improvement. The three areas that are being monitored were as follows;
K6 Sept/16 prevalence 7.7%, Feb 16 prevalence 10%, and Feb 14 prevalence 27%--significant improvement. Our 25% goal for K6 was to have prevalence less than 20%--goal attained

K2ICU-Sept/16 prevalence 37.5%, February/16 prevalence 32% and Feb /14 prevalence 47%--Our goal for K2 was a prevalence of 35%. While K2 has shown improvement, we have not met target.

C10-Sept/16 prevalence 25%, February /16 48%, February /14 prevalence 35%--good improvement. Our goal for C10 was 26 % prevalence--goal attained.

We continue to show an improvement, which means that overall, our patients are experiencing fewer hospital acquired pressure injuries

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

Our next organizational wide pressure injury prevalence study will occur in February 2017. We continue to audit the daily completion of a pressure injury risk assessment and skin assessments. This has sustained a greater than 90% daily completion rate for the quarter. We are focusing on the completion rates within 24 ours of admission this quarter as this will help us to determine what is hospital acquired and what was pre-existing on admission. We will continue to audit and monitor to ensure that progress continues.

Definition: DATA: Leanne Wakelin COMMENTS:Leanne Wakelin EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

Twenty-five per cent fewer patients experience skin ulcers on the 3 units (across 3 programs - medicine/surgery/critical care (K6, C10, K2 ICU)) with the highest prevalence. This will result in 4 less incidents in the ICU, 2 on C10, and 2 on K6.

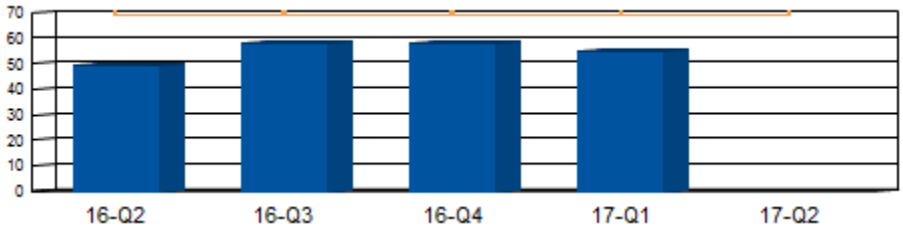
Target: Target 2015/16: 25% reduction Perf. Corridor: Red 1 or no units achieve Green Status, Yellow 2 units achieve Green Status, Green 3 of 3 units achieve green status, Target 2016/17: 3 of 3 units achieve 25% reduction Perf. Corridor: Red No units achieve green status, Yellow 1 or 2 units achieve Green Status, Green 3 of 3 units achieve green status

Q2 FY2017 Quality Improvement Plan Report

Transform the patient experience through a relentless focus on quality, safety and service

KGH is a top performer on the essentials of quality, safety, & service

Indicator: "Would you recommend this ED to your friends and family?" (QIP)



	Actual	Target
16-Q2	49.4	**69.3**
16-Q3	58.2	**69.3**
16-Q4	58.0	**69.3**
17-Q1	55.0	**69.3**
17-Q2		**69.3**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

As of April 2016, KGH is now using a pan-Canadian patient experience survey developed with Canadian Institute for Healthcare Improvement and endorsed by Accreditation Canada, Ontario Hospital Association (OHA) and Canadian Patient Safety Institute. National Research Corporation Canada (formerly known as Picker) continues to administer the survey on behalf of the OHA.

The "would you recommend" is a question on the new survey. The previous indicator centred around "overall care received". Tactics are being developed within the ED Program to include real time feedback.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

Quarterly data is always a quarter behind to allow for the survey return and analysis. The result of 55% in Q1 is the number of positive responses to the question for those who answered definitely yes (n=44). An additional 35 respondents said probably yes which put the result at 87%. 6 respondents said probably no and 0 respondents said definitely no.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

This new survey is one source of information regarding patient experience at KGH. The ED is currently looking at tactics that would be of most value in relation to patients and families responding to questions about recommending our ED to others. Discussions include using current real time feedback such as that from the Patient Led Feedback Forums and opportunities to bring more patient related feedback data from Patient Relations to the ED Program.

Definition: DATA: Astrid Strong & Katie Ireland COMMENTS: Julie Caffin EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

"Would you recommend this ED to your friends and family?" add the number of respondents who responded "Yes, definitely" (for NRC Canada) or "Definitely yes" (for HCAHPS) and divide by number of respondents who registered any response to this question (do not include non-respondents).

Target: Target 16/17: 69.3% Perf. Corridor: > 10% quarterly teach. Target, Yellow Within 10% of quart. Teach. Target, Green At or above the teach avg. /quarter

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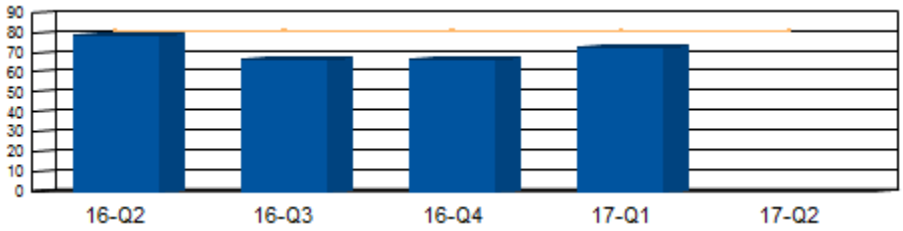
Indicator: "Would you recommend this hospital (inpatient care) to your friends and family?" (QIP)



	Actual	Target
16-Q2	78.4	**80.7**
16-Q3	66.3	**80.7**
16-Q4	66.9	**80.7**
17-Q1	72.5	**80.7**
17-Q2		**80.7**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

As of April 2016, KGH is now using a pan-Canadian patient experience survey developed with Canadian Institute for Healthcare Improvement and endorsed by Accreditation Canada, Ontario Hospital Association (OHA) and Canadian Patient Safety Institute. National Research Corporation Canada (formerly known as Picker) continues to administer the survey on behalf of the OHA.

The "would you recommend" is a question on the new survey. The previous indicator centred around "overall care received". Tactics are being developed within the Patient Care Programs to include real time feedback.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

Quarterly data is always a quarter behind to allow for the survey return and analysis. The Q1 data show that the KGH inpatient care score is 72.5%. A focused group is being struck to better understand what is influencing this performance and create strategies to further address.

Each patient care program holds 2 patient led feedback forums where opportunities for improvement are identified. The result is 2 plan, do, study, act (PDSA) cycles and a letter is sent to the patient and/or family to let them know the improvements that will be made as a result of the forum.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

This new survey is one source of information regarding patient experience at KGH. The Patient Care Programs are currently looking at tactics that would be of most value in relation to patients and families responding to questions about recommending our hospital to others. Discussions include using current real time feedback such as that from the Patient Led Feedback Forums and opportunities to bring more patient related feedback data from Patient Relations to the Patient Care Programs.

Definition: DATA: Astrid Strong & Katie Ireland COMMENTS: Silvie Crawford EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

"Would you recommend this hospital (inpatient care) to your friends and family?" add the number of respondents who responded "Yes, definitely" (for NRC Canada) or "Definitely yes" (for HCAHPS) and divide by number of respondents who registered any response to this question (do not include non-respondents).

Target: Target 16/17: 80.7% Perf. Corridor: > 10% quarterly teach. Target, Yellow Within 10% of quart. Teach. Target, Green At or above the teach avg. /quarter

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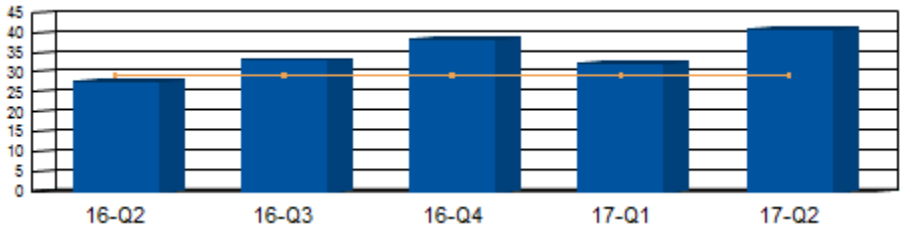
Indicator: 90th Percentile ED Wait Time - All Admitted Patients (hrs.) - (QIP)



	Actual	Target
16-Q2	27.6	**29**
16-Q3	33.0	**29**
16-Q4	38.5	**29**
17-Q1	32.1	**29**
17-Q2	40.7	**29**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

GOOG (Get out of Gridlock) huddles continue once daily to discuss patient flow. A new bed map that would consolidate patient cohorts resulting in increased efficiency for care teams is being partially implemented in January 2017. In April, we were able to cohort 35 patients requiring LTC. Efficiencies include timelier rounding with optimal participation of all care providers, earlier decisions and arrangements for discharges resulting in more timely bed availability. A focus on admission avoidance strategies will also help to improve on this indicator.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

The Q2 result of 40.7 hours is well over the 29 hour target. Based on Q2 admission volumes of 2821, 252 patients waited more than 40.7 hours in the ED for an inpatient bed. Admission rate from the ED in Q2 was 17.3% which is one of the lowest rates we have had but higher than the average Ontario teaching hospital rate of 14.9%. Patients with extended LOS in the ED are in the wrong place to receive optimum care. As well, longer boarding times mean that patients waiting for inpatient beds are occupying a significant percentage of the bed capacity in the ED limiting the number of new patients who can be seen. LOS in the ED is continuously monitored in real time with EDIS, and supports timely and factual communication with inpatient units to support planning. Performance of our peers in Q2: LHSC = 16.9, HHSC = 31, SMH = 24.1, SHSC = 25.2, TOH = 31.1, TBRHC = 30.4, teaching hospital group 28.5. We are not performing as well as any of our peers which puts us at risk for Pay for Results Funding. Our funding rank for admitted patients is 60 for current performance and 62 for improvement out of 74 hospitals as of the end of August (based on the calendar year).

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

Unlikely unless we see a significant improvement in patients transferring to inpatient beds well below the 29 hour target for the remaining 2 quarters. A new protocol for pulling admitted patients out the ED within 24 hours was implemented in July, which has not had the anticipated results to greatly improve our performance.

Definition: DATA: Decision Support - Alex Ungar COMMENTS: Julie Caffin EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

This indicator measures the amount of time 9 out of 10 patients (90th percentile) spend in an ED being diagnosed, receiving treatment and waiting for admission to a hospital bed. Most patients spend less time, while 1 out of 10 patients will spend more time. The time being measured is defined as when a patient registers until the time when the patient is admitted to an inpatient hospital bed. For this indicator, 9 out of 10 patients (for all admitted patients at all levels of complexity) will spend no more than 31 hours within the ER from the time they arrive and register to the time they leave the ED.

Target: Target 11/12: 31 Hours, Target 12/13: 22 Hours, Target 13/14: 25 Hours Perf. Corridor: Red >31 Yellow 28-31 Green <28, Target 14/15: 25 Hours Perf. Corridor: Red >31 Yellow 28-31 Green <28, Target 15/16: 29 Hours Perf. Corridor: Red >33 Yellow 30 - 33 Green <30, Target 16/17: 29 Hours Perf. Corridor: Red >33 Yellow 30 - 33 Green <30

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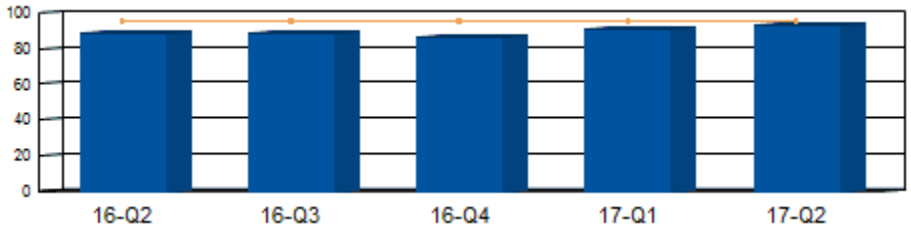
Indicator: Hand Hygiene Compliance - (QIP)



	Actual	Target
16-Q2	88.0	**95**
16-Q3	88.0	**95**
16-Q4	86.0	**95**
17-Q1	91.0	**95**
17-Q2	92.6	**95**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

The tactic work plan initiated for 2016-2017 indicates the need to continue supporting auditors, working directly with Programs, attending staff meetings to clarify Patient Environment vs. Hospital Environment. There were 5,120 opportunities observed by auditors.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

In July M1 average was 93%, August M1 was 91% and in September M1 the average was 94%. The Infection Prevention and Control Service has begun to conduct audits as well.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

The Resource Tool developed has now been posted on each in-patient unit, Renal Unit and Cancer Clinic. The Hand Hygiene LMS module has been roll-out across the organization this quarter. It will be mandatory of all KGH employees.

Definition: DATA: Infection Control COMMENTS: Dr.Gerald Evans EVP: David Zelt REPORT: QUALITY IMPROVEMENT PLAN (QIP)

The single most common way of transferring health care-associated infections (HAIs) in a health care setting is on the hands of health care providers. Health care providers move from patient to patient and room to room while providing care and working in the patient environment. This movement provides many opportunities for the transmission of organisms on hands that can cause infections. Hand hygiene is the act of cleaning one's hands. There are two ways to clean hands; using an alcohol-based hand rub (ABHR) or, when hands are visibly soiled, using soap and running water. Monitoring hand hygiene practices is vital to improving rates and, in turn, reducing HAIs.
Hospitals will post on their web sites, on an annual basis and by hospital site, the compliance rate for: hand hygiene before initial contact with the patient/patient's environment for all health care providers as well as hand hygiene after contact with the patient/patient's environment for all health care providers.
Before Initial Patient/Patient Environment contact :
# of times hand hygiene performed before initial patient/patient environment contact
---
observed hand hygiene indications before initial patient/patient environment contact
x 100
After Patient/Patient Environment contact :
# of times hand hygiene performed after patient/patient environment contact
---
observed hand hygiene indications after patient/patient environment contact
x 100
Hospitals will also report their data to the Ministry of Health and Long-Term Care through an online template captured by a central database. The ministry will post this information on its public website.
Links to Outcomes & Initiatives:
Clinical Quality & Outcomes: Patient Safety, Care Pathways and Practice and Interprofessional Collaborative Practice Model (ICPM).

Target: Target 11/12: 90% Target 12/13: 95%, Target 13/14: 98% Perf. Corridor: Red <90% Yellow 90%-95% Green >=95%,Target 14/15: 95% Perf. Corridor: Red <90% Yellow 90%-94% Green >=95%, Target 15/16: 95% Red <84% Yellow 84% - 89% Green >= 90%, Target 16/17: 95% Red <84% Yellow 84% - 89% Green >= 90%

Q2 FY2017 Quality Improvement Plan Report

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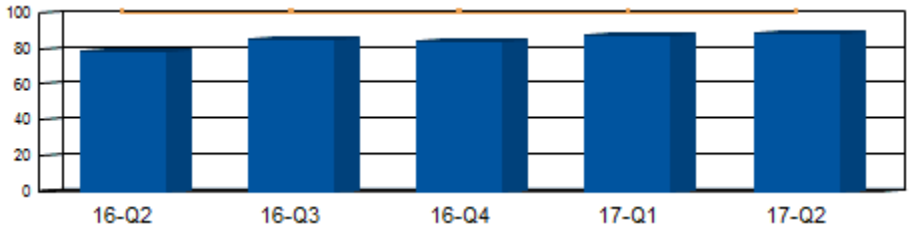
Indicator: Medication Reconciliation at Admission (QIP)



	Actual	Target
16-Q2	78	**100**
16-Q3	85	**100**
16-Q4	84	**100**
17-Q1	87	**100**
17-Q2	88	**100**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

Staff education on KGH Administrative policy 14-300 Medication Reconciliation at Care Transitions (Acute Care) completed.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

Slow but steady increase in the percentage of patients who receive medication reconciliation at the time of admission to the Hospital continues each quarter with a rate of completion of 88% for all admitted patients in Fiscal 17 Q2.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

Yes the Hospital is on track to meet a target of > 90% by end of Fiscal year.
In F17 Q3, Pharmacy plans to contact prescribers when the admission order sets are not used to provide one on one education and identify potential barriers.

Definition: DATA: Decision Support - David Barber COMMENTS: Veronique Briggs EVP: Dr. David Zelt REPORT: QUALITY IMPROVEMENT PLANE (QIP)

The total number of patients with medications reconciled as a proportion of the total number of patients admitted to the hospital.

Target: Target 14/15: 100% Perf. Corridor: Red <= 80% Yellow 80%-89% Green >=90%, Target 15/16: 100% Perf. Corridor: Red <= 80% Yellow 80%-89% Green >=90%, Target 16/17: 100% Perf. Corridor: Red <= 80% Yellow 80%-89% Green >=90%

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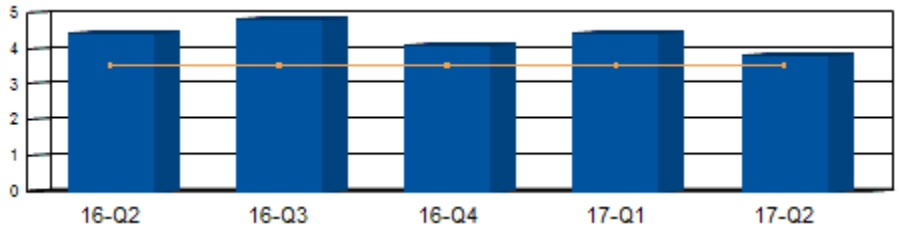
Indicator: Reduction in level 1 to 4 falls with a focus on level 3 and 4 falls (QIP)



	Actual	Target
16-Q2	4.4	**3.5**
16-Q3	4.8	**3.5**
16-Q4	4.1	**3.5**
17-Q1	4.4	**3.5**
17-Q2	3.8	**3.5**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

This quarter we have focused on development of strategies as per Q1: 1. Quick debrief after fall occurs to ensure falling star program in place and strategies are communicated and documented, 2. Care planning rounds where risks identified by risk assessments are discussed in a group setting to ensure planning in place before a fall, 3. Targeted toileting, and 4. Partnering with patient and family. We have reached out to other organizations who have successfully tried these strategies. We have audited specific falls, speaking with staff as well as speaking with patients/families that have experienced falls to understand the issues. We continue to audit documentation of falls risk to sustain a greater than 90% compliance rate.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

The current falls rate organizationally is 3.8 over 1000 patient days, which reaches target. Fewer patients sustained a fall during the second quarter. Of these falls 2 were level 3 or above.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

Currently we are partnering with 3 units which experience greater falls rates to begin unit focused strategies to ensure we are providing best practices in fall reduction to our patients. These strategies are based on the above mentioned strategies. As well, we have 2 students who have been working with us to develop an education plan and resource that would be helpful as patients transition home. They are currently working with patient and family advisors to gain insight into what would be beneficial from a patient/family perspective. We will focus on units with high falls rates in attempt to maintain our current falls rate. We will ensure sharing of successful strategies across the organization.

Definition: DATA: Decision Support - Alex Ungar COMMENTS: Leanne Wakelin EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

Falls Risk Assessment form completion compliance, daily assessment compliance, and high risk patients are appropriately identified (Falling Star) and have a documented/actioned mobilization plan.

Target: Target 16/17: 3.5 Perf. Corridor: Red >=4.4, Yellow 4-4.3, Green <=3.9

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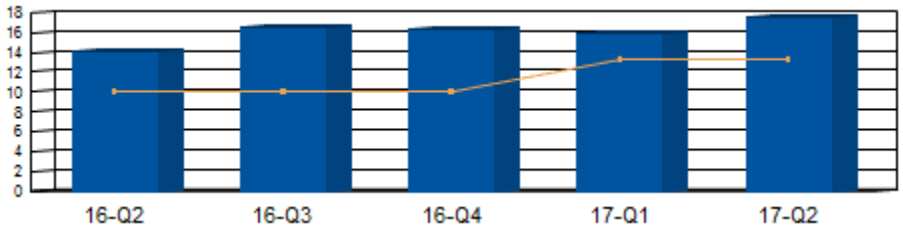
Indicator: Percent ALC Days (QIP)



	Actual	Target
16-Q2	14.2	**10.0**
16-Q3	16.5	**10.0**
16-Q4	16.3	**10.0**
17-Q1	16.0	**13.2**
17-Q2	17.5	**13.2**

Describe the tactics that were implemented in this quarter to address the achievement of the target:

In Q2, there was progress on a number of initiatives in the patient flow action plan. Three areas of focus are the inflow & Emergency Department diversion; intrahospital patient flow; and outflow including patient discharge planning. There are 12 to 20 projects/activities associated with each area of focus. The work is aligned to the LHIN wide action plan to drive change in patient flow across the region.

We are completing the ALC escalation guideline and this will be implemented in Q3. This procedure will require director level approval prior to designating a patient ALC for long term care to ensure all other discharge destinations are not viable options.

The SE LHIN approved a Pay for Results proposal for a Home First Implementation Specialist to work with each patient care area to ensure all opportunities for discharge home are explored rather than designating patients ALC for Long Term Care (LTC). This Home First Refresh will require support of our internal & external stakeholders and education regarding this philosophy for all care providers across the organization. The project started in Q2 and expected completion is end of fiscal year.

A review of long stay ALC patients was performed to determine challenges to discharge. Results were mobility issues, cognitive impairment, family unable to manage care needs, patients lives alone, two person transfer or mechanical lift requirement, and affordable housing where patients cannot afford retirement home or additional care expenses. Work will continue to determine how to overcome these barriers to timely discharge from KGH.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

This indicator is described as the percentage of inpatient days that our patients are occupying an acute care hospital bed once the acute phase of his/her treatment is finished. The total number of ALC days is influenced by both the number of ALC patients and their ALC-specific lengths of stay.

The ALC rate for fiscal 2017 is a different calculation than prior years. This indicator now excludes Emergency Department days. The Q2 result of 17.5% indicates that, on average, there were 76 inpatients at KGH whose acute care stay was complete and who were waiting for access to one of the destinations listed below. In Q2, there were 200 patients who were designated as ALC and 91 of these patients were discharged to other destinations. At the end of September, there were 83 remaining ALC patients and 26 patients who were converted back to acute. Although the numbers are high, they do not reflect a stagnant patient population; there is a lot of movement of ALC patients to other facilities.

A high number of ALC days generally reflect the lack of timely access to destinations outside of KGH once the patients' acute care stay is complete. The provincially mandated ALC discharge destinations include: long term care homes, retirement homes, rehabilitation, home, supportive/assisted living, complex care, convalescent care, and mental health.

Fifty percent of ALC patients are awaiting transfer to a long term care home. The Home First philosophy ensures that patients return home to wait for their next destination.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

We did not meet the target of 13.2% this quarter. Despite significant efforts across hospitals and the SE CCAC, ALC rates have been escalating over the past year. The continued rise in the numbers of patients designated as ALC is of great concern. The team is discussing options to optimize care of patients with chronic or complex conditions through Health Link and reduce avoidable hospital admission from long term care homes or retirement homes. KGH staff members are participating in a LHIN-based peer to peer patient flow task team to develop policies and processes that will be implemented across all SE LHIN organizations. Fiscal 16/17 actions to address will include enhances LHIN engagement to create processes to better understand system challenges.

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KGH is a top performer on the essentials of quality, safety, & service

Definition: DATA: Decision Support - Lana Cassidy COMMENTS: Cynthia Phillips EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

When a patient occupies a hospital bed and does not require the intensity of resources/services provided in the acute care setting, the patient must be designated alternate level of care (ALC) by the physician or his/her delegate. The ALC wait period starts at the time of designation and ends at the time of discharge/transfer to a discharge destination, or when the patient's needs or condition changes and the designation of ALC no longer applies.

Total number of ALC inpatient days contributed by ALC patients within the specific reporting period (open, discharged and discontinued cases), divided by the total number of patient days for open, discharged and discontinued cases (Bed Census Summary) in the same period.

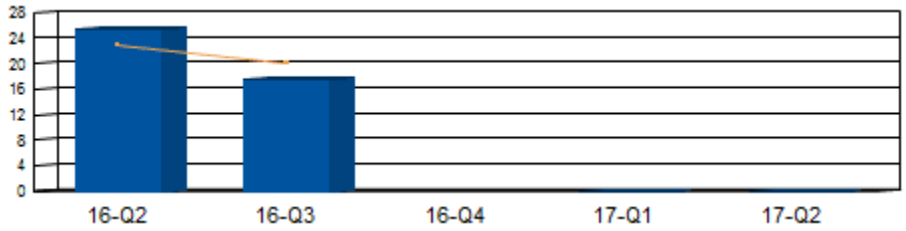
Target: 11/12 Target: 10% 12/13 Target: 10%, Target 13/14: 7% Perf. Corridor: Red >10% Yellow 8%-10% Green <=7%, Target 14/15: 7% Perf. Corridor: Red >9.5% Yellow 8%-9.5% Green <=7%, Target 15/16: 10% Perf. Corridor: Red >13% Yellow >10%-13% Green <=10%, Target 16/17: 13.2% Perf. Corridor: Red >13% Yellow >10%-13% Green <=10%

Q2 FY2017 Quality Improvement Plan Report

Create seamless transitions in care for patients across our regional health-care system

Patient navigation pathways and partnerships are established for complex-acute and chronic patient populations

Indicator: Risk-Adjusted 30-Day All-Cause Readmission Rate for Patients with COPD (QBP cohort) (QIP)



	Actual	Target
16-Q2	25.55	**23**
16-Q3	17.63	**20**
16-Q4		
17-Q1		
17-Q2		

Describe the tactics that were implemented in this quarter to address the achievement of the target:

In Q1, together with patients and families, staff and physicians, we mapped the COPD patient journey from the time a patient presents to our emergency department or HDH's urgent care centre to the time they are discharged. We surveyed stakeholders to validate our recommendations and determine achievable metrics. The same recommendations were submitted to SECHEF and we are awaiting approval of our recommendations to proceed with region-wide implementation. In the meantime, in Q2 we implemented the KGH elements of the overall pathway so that we are prepared to proceed with regional implementation once SECHEF provides approval.

Explain the current performance of the target. Where possible, translate statistics and numbers into plain language, focusing on the impact to patients and staff:

As of Q2, we are have implemented all the milestones we planned to achieve with the exception of the regional components, which require SECHEF approval. In Q3, we expect to receive approval to proceed from SECHEF. At that point, we will re-engage stakeholders to review the proposed care pathways, as well as the accompanying order sets and discharge checklists.

Are we on track to meet the target by year end? If not, what new tactics are planned to ensure the target is met?

Yes, we are on track to deliver on all our planned milestones by the end of Q4 if we receive SECHEF approval in November.

Definition:

DATA: Decision Support - John Lott via Don McGinnis COMMENTS: Silvie Crawford EVP: Silvie Crawford REPORT: QUALITY IMPROVEMENT PLAN (QIP)

A plan comprised of phases of work will be developed and implemented across the SE LHIN. The initial phase of work will be to establish a working group to oversee analysis and provide advice on process. Subsequent phases of work will focus on building a retrospective care continuum at the patient level. This will include visits across acute care sites and other venues of care. The purpose of which is to better understand the current state of regional COPD care. The final phase of work will be to develop system level recommendations aimed at optimizing COPD care in the SE LHIN.

Target: Target 16/17: 17.08 Perf. Corridor: Red >10% of the expected Rate Yellow Within 10% of the expected Rate Green <= Expected Rate

Kingston General Hospital

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Status:

N/A	Currently Not Available
	Green-Meet Acceptable Performance Target
	Red-Performance is outside acceptable target range and require
	Yellow-Monitoring Required, performance approaching