

fiscal
2025-2026 **Q2**
2nd quarter ended September 30, 2025

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	2025						2026			
Fiscal Quarter	Q2		Q3		Q4		Q1		Q2	
Indicator	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result
90th Percentile Time to Disposition Decision, admitted patients (90th)(KHSC)	11.40	16.90	11.40	17.50	11.40	17.60	11.40	16.00	11.40	16.20
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(HDH)	4.90	5.60	4.90	5.60	4.90	5.80	4.90	5.60	4.90	5.70
ED Length of Stay non admitted CTAS 1 to 3 Hrs(90th)(KGH)	6.30	10.20	6.30	10.80	6.30	12.30	6.30	10.70	6.30	11.00
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(HDH)	4.00	4.80	4.00	4.70	4.00	5.00	4.00	5.00	4.00	4.80
ED Length of Stay non admitted CTAS 4 to 5 Hrs(90th)(KGH)	4.60	8.90	4.60	9.70	4.60	10.80	4.60	9.30	4.60	9.30
Emergency Department and Urgent Care Visits (KHSC)	29,262.00	25,577.00	29,262.00	25,624.00	29,262.00	22,974.00	29,262.00	23,841.00	29,262.00	25,084.00
Percent ALC Days (KHSC SAA explanatory)	13.20	19.90	13.20	21.70	13.20	18.30	13.20	18.30	13.20	11.80
Percent of Cases Completed Within Access Target for Cancer Surgery	90.00	58.10	90.00	57.60	90.00	54.20	90.00	66.90	90.00	64.50
Percent of Cases Completed Within Access Target for Cardiac Bypass	90.00	100.00	90.00	100.00	90.00	100.00				
Percent of Cases Completed Within Access Target for Cataract Surgery	90.00	68.80	90.00	69.40	90.00	67.70	90.00	63.60	90.00	63.00
Percent of Cases Completed Within Access Target for Hip Surgery (HDH)	81.50	56.80	81.50	37.90	81.50	41.70	81.50	28.90	81.50	47.50
Percent of Cases Completed Within Access Target for Hip Surgery (KGH)	71.00	49.30	71.00	42.30	71.00	40.00	71.00	40.00	71.00	51.70
Percent of Cases Completed Within Access Target for Knee Surgery (HDH)	81.50	52.70	81.50	63.30	81.50	32.00	81.50	54.10	81.50	78.90
Percent of Cases Completed Within Access Target for Knee Surgery (KGH)	71.00	52.90	71.00	56.50	71.00	30.70	71.00	45.00	71.00	65.90
Percent of Stroke/TIA Patients Admitted to a Stroke Unit During Their Inpatient Stay	75.00	62.00	75.00	72.00	75.00	70.00	75.00	69.00	75.00	66.00
QBP/Bundled - Bilateral Hip/Knee Replacement Bundled Bilateral Hip/Knee Replacement	6.00	18.00	9.00	22.00			4.00	6.00	8.00	9.00
QBP/Bundled - Chronic Obstructive Pulmonary Disease	286.00	221.00	429.00	349.00	572.00	519.00	146.00	141.00	292.00	240.00
QBP/Bundled - Congestive Heart Failure	240.00	204.00	360.00	296.00	480.00	389.00	128.00	81.00	256.00	117.00
QBP/Bundled - Corneal Transplant	56.00	47.00	84.00	75.00	112.00	103.00	28.00	38.00	56.00	62.00
QBP/Bundled - Hip Fracture	156.00	127.00	234.00	206.00	312.00	284.00	82.00	71.00	164.00	87.00
QBP/Bundled - Knee Arthroscopy Grp 1 Degenerative Meniscus and Knee Joint	38.00	18.00	57.00	25.00	76.00	39.00	19.00	18.00	38.00	32.00
QBP/Bundled - Knee Arthroscopy Grp 2 Other Meniscus and Knee Joint	22.00	18.00	33.00	25.00	44.00	31.00	12.00	11.00	24.00	20.00
QBP/Bundled - Knee Arthroscopy Grp 3 Ligament and Patella	56.00	36.00	84.00	60.00	112.00	82.00	28.00	15.00	56.00	25.00
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic (via incision)	14.00	6.00	21.00	10.00	28.00	15.00	7.00	7.00		
QBP/Bundled - Non-Cancer Hysterectomy Laparoscopic assisted vaginal	20.00	7.00	30.00	13.00	40.00	19.00	10.00	7.00	20.00	8.00
QBP/Bundled - Non-Cancer Hysterectomy Open abdominal	46.00	7.00	69.00	10.00	92.00	18.00	23.00	7.00	46.00	9.00
QBP/Bundled - Non-Cancer Hysterectomy Outpatient	2.00	53.00	3.00	65.00	4.00	77.00	1.00	23.00	2.00	32.00
QBP/Bundled - Non-Cancer Hysterectomy Vaginal			6.00	5.00	9.00	8.00	3.00	4.00		
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Advanced Elective AA)	0.00	3.00							0.00	1.00
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Advanced Non-Elective AA)	1.00	1.00	2.00	3.00			1.00	1.00		
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Elective AA)	30.00	13.00	45.00	20.00	60.00	28.00	15.00	9.00	30.00	14.00
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Elective Juxtarenal EVAR)	0.00	3.00	0.00	6.00	0.00	8.00	1.00	3.00		
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Non-Elective AA)	10.00	9.00	15.00	14.00	20.00	16.00	5.00	2.00	10.00	4.00
QBP/Bundled - Non-Cardiac Vascular Aortic Aneurysm (Non-Elective Juxtarenal EVAR)								1.00		
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Elective LEOD)	56.00	75.00	84.00	92.00	112.00	121.00	29.00	28.00	58.00	36.00
QBP/Bundled - Non-Cardiac Vascular Lower Extremity Occlusive Disease (Non-Elective LEOD)	26.00	22.00	39.00	29.00	52.00	36.00	13.00	8.00	26.00	10.00
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Non-Routine)	40.00	173.00	60.00	267.00	80.00	325.00	8.00	96.00	16.00	160.00
QBP/Bundled - Non-Routine and Bilateral Cataract Repair Surgery Cataract (Routine Bilateral)	28.00	46.00	42.00	53.00	56.00	68.00	15.00	14.00	30.00	22.00
QBP/Bundled - Pneumonia	174.00	163.00	261.00	272.00	348.00	417.00	87.00	98.00	174.00	123.00
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties	26.00	12.00	39.00	16.00	52.00	24.00	13.00	2.00		
QBP/Bundled - Shoulder Bundle Shoulder Arthroplasties Reverse	24.00	20.00	36.00	35.00	48.00	44.00	12.00	7.00	24.00	12.00
QBP/Bundled - Shoulder Other Shoulder	12.00	8.00	18.00	11.00			6.00	4.00	12.00	5.00
QBP/Bundled - Shoulder Shoulder Repairs	66.00	19.00	99.00	31.00	132.00	41.00	33.00	10.00	66.00	14.00
QBP/Bundled - Spine (Instrumented)	52.00	82.00	78.00	130.00	104.00	172.00	26.00	49.00	52.00	59.00
QBP/Bundled - Spine (Non-Instrumented)	176.00	81.00	264.00	122.00	352.00	174.00	88.00	48.00	176.00	68.00
QBP/Bundled - Stroke Stroke (Endovascular Treatment)	62.00	38.00	93.00	62.00	124.00	74.00	26.00	16.00	52.00	22.00
QBP/Bundled - Stroke Stroke (Hemorrhage)	26.00	21.00	39.00	40.00	52.00	51.00	14.00	13.00	28.00	17.00
QBP/Bundled - Stroke Stroke (Ischemic Or Unspecified)	160.00	155.00	240.00	227.00	320.00	306.00	80.00	93.00	160.00	123.00
QBP/Bundled - Stroke Stroke (Transient Ischemic Attack)	28.00	14.00	42.00	19.00	56.00	24.00	11.00	8.00	22.00	9.00
QBP/Bundled - Tonsillectomy	146.00	78.00	219.00	109.00	292.00	145.00	73.00	51.00	146.00	83.00
QBP/Bundled - Unilateral Cataract Repair Surgery	1,502.00	1,711.00	2,253.00	2,336.00	3,004.00	3,077.00	799.00	728.00	1,598.00	1,274.00
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Hip Replacement	178.00	129.00	267.00	176.00	356.00	237.00	89.00	69.00	178.00	90.00
QBP/Bundled - Unilateral Hip/Knee Replacement Bundle Unilateral Knee Replacement	274.00	184.00	411.00	248.00	548.00	348.00	137.00	108.00	274.00	144.00
Rate Of Ventilator-Associated Pneumonia (KGH SAA)										
Readmissions To Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions (KGH SAA)	17.60	16.10	17.60	15.80	17.60	14.60	17.60	17.40	17.60	15.00
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (HDH SAA)	16.30	50.70	16.30	33.30	16.30	23.70	16.30	26.30	16.30	27.00
Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KGH SAA)	25.00	81.60	25.00	63.60	25.00	46.20	25.00	54.70	25.00	37.20
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (HDH SAA)	22.40	29.40	22.40	131.30	22.40	39.10	22.40	47.40	22.40	42.90
Repeat Unscheduled Emergency Visits within 30 Days For Substance Abuse Conditions (KGH SAA)	35.00	40.10	35.00	35.40	35.00	25.20	35.00	30.20	35.00	26.20
Total Inpatient Acute Weighted Cases	11,707.00	10,432.00	11,707.00	11,679.00	11,707.00	12,591.00	11,707.00	10,994.00	11,707.00	8,703.00