

fiscal  
2022-2023 **Q2**  
2nd quarter ended September 30, 2022

**KHSC** this  
quarter



# Service Accountability Agreement Report



| Strategic Direction                                    | 2020 Goal  | Indicator  | F2022 |        |       |        |       |        |       |        | F2023 YTD |        |        |        | F2023 Aug Target |
|--|--|--|-------|--------|-------|--------|-------|--------|-------|--------|-----------|--------|--------|--------|------------------|
|  |  |  | Q1    |        | Q2    |        | Q3    |        | Q4    |        | Q1        |        | Q2     |        |                  |
|  |  |  | 22-Q1 | Actual | 22-Q2 | Actual | 22-Q3 | Actual | 22-Q4 | Actual | 23-Q1     | Actual | 23-Aug | Actual |                  |
| 1. Ensure quality in every patient experience          | 2. Make quality the foundation of everything we do | Alternate Level Of Care (ALC) Rate (KHSC SAA)  | G     | 10.9   | G     | 11.6   | G     | 13.1   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | 15.0             |
|  |  | 90th Percentile ED Length of Stay for Non-Admitted High Acuity Patients [CTAS I-III] (KGH SAA)             | R     | 9.5    | R     | 9.5    | R     | 10     | R     | 9.9    | R         | 9.5    | R      | 10.2   | 6.3              |
|  |  | 90th Percentile ED Length of Stay for Non-Admitted High Acuity Patients [CTAS I-III] (HDH SAA)             | G     | 5.1    | G     | 5.4    | G     | 5.3    | G     | 5.3    | G         | 5.2    | G      | 5      | 4.9              |
|  |  | 90th percentile ED Length of Stay for Non-Admitted Low Acuity Patients (CTAS IV-V) (KGH SAA)               | R     | 6.7    | R     | 6.5    | R     | 7.5    | R     | 7.8    | R         | 7.5    | R      | 7.6    | 4.6              |
|  |  | 90th percentile ED Length of Stay for Non-Admitted Low Acuity Patients (CTAS IV-V) (HDH SAA)               | G     | 4.2    | G     | 4.3    | Y     | 4.7    | Y     | 4.5    | G         | 4.4    | G      | 4.1    | 4                |
|  |  | Percent of Cases Completed within priority target for diagnostic CT Scan: Priority 2 to 4 (KGH SAA)        | G     | 82     | G     | 88     | G     | 95     | G     | 90     | G         | 91     | G      | 93     | 78               |
|  |  | Percent of Cases Completed within priority target for MRI: Priority 2 to 4 (KGH SAA)                       | G     | 62     | G     | 67     | Y     | 51     | G     | 55     | G         | 60     | G      | 64     | 52.5             |
|  |  | Percent of Cases Completed within priority target for diagnostic CT Scan: Priority 2 to 4 (HDH SAA)        | G     | 51     | G     | 64     | R     | 54     | R     | 53     | R         | 50     | R      | 45     | 64.5             |
|  |  | Percent of Cases Completed within priority target for hip replacement surgery: Priority 2 to 4 (KGH SAA)   | G     | 69     | R     | 59     | R     | 53.3   | R     | 56     | R         | 43     | R      | 39     | 71               |
|  |  | Percent of Cases Completed within priority target for knee replacement surgery: Priority 2 to 4 (KGH SAA)  | R     | 56     | R     | 54     | R     | 51     | R     | 37     | R         | 72     | R      | 33.9   | 76               |
|  |  | Percent of Cases Completed within priority target for hip replacement surgery: Priority 2 to 4 (HDH SAA)   | G     | 81     | R     | 55     | R     | 56     | R     | 58     | R         | 34     | R      | 42.9   | 81.5             |
|  |  | Percent of Cases Completed within priority target for knee replacement surgery: Priority 2 to 4 (HDH SAA)  | R     | 50     | R     | 71     | R     | 64.3   | R     | 66     | R         | 41     | R      | 33.8   | 90               |
|  |  | Rate Of Hospital Acquired Clostridium Difficile Infections (KGH SAA)                                       | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | NULL             |
|  |  | Readmissions To Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions (KGH SAA) | G     | 14.8   | G     | 12.2   | G     | 16.1   | G     | 16.7   | G         | 14.9   | N/A    | NULL   | 17.6             |
|  |  | Percent ALC Days (KHSC SAA explanatory)  | G     | 11.9   | G     | 10.71  | Y     | 13.3   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | 13.2             |
|  |  | 90th Percentile Time to Disposition Decision (admitted patients) (KHSC SAA)                                | R     | 12.8   | R     | 14.3   | R     | 15     | R     | 15.2   | R         | 14.3   | R      | 15.3   | 11.4             |
|  |  | Percent of Cases Completed within priority target for cancer surgery: Priority 2 to 4 (KGH SAA)            | R     | 69     | R     | 65     | R     | 78     | R     | 66     | R         | 73     | R      | 65.6   | 90               |
|  |  | Percent of Cases Completed within priority target for cardiac bypass surgery: Priority 2 to 4 (KGH SAA)    | R     | 79.7   | R     | 78.9   | N/A   | NULL   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | 90               |
|  |  | Percent of Cases Completed within priority target for cataract surgery: Priority 2 to 4 (HDH SAA)          | R     | 27     | R     | 38     | R     | 39.2   | R     | 40     | R         | 44.2   | R      | 50.7   | 90               |
|  |  | Percent of Stroke/TIA Patients Admitted to a Stroke Unit During Their Inpatient Stay (KGH SAA)             | Y     | 72     | Y     | 70     | Y     | 65     | Y     | 72     | R         | 56     | R      | 61     | 75               |
| Hospital Standardized Mortality Ratio (HSMR) (KGH SAA) | R  | 122  | R     | 147    | R     | 132    | R     | 132    | R     | 116    | R         | NULL   | 100    |        |                  |
| Central Line Bloodstream Infection Rate (KHSC SAA)     | N/A  | 2.44   | N/A   | 2.67   | N/A   | 1.04   | N/A   | NULL   | N/A   | NULL   | N/A       | NULL   | NULL   |        |                  |

| Strategic Direction | 2020 Goal | Indicator   | F2022 |        |       |        |       |        |       |        | F2023 YTD |        |        |        | F2023 Aug Target |
|---------------------|-----------|---|-------|--------|-------|--------|-------|--------|-------|--------|-----------|--------|--------|--------|------------------|
|                     |           |   | Q1    |        | Q2    |        | Q3    |        | Q4    |        | Q1        |        | Q2     |        |                  |
|                     |           |   | 22-Q1 | Actual | 22-Q2 | Actual | 22-Q3 | Actual | 22-Q4 | Actual | 23-Q1     | Actual | 23-Aug | Actual |                  |
|                     |           | Rate Of Hospital Acquired Methicillin Resistant Staphylococcus Aureus Bacteremia (MRSA) (KGH SAA) | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | NULL             |
|                     |           | Rate Of Ventilator-Associated Pneumonia (KGH SAA)   | N/A   | 7.29   | N/A   | 9.84   | N/A   | 6.96   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | NULL             |
|                     |           | Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KGH SAA)         | Y     | 28.6   | Y     | 32     | G     | 21.5   | G     | 17.3   | G         | 10.3   | G      | 13.4   | 25               |
|                     |           | Repeat Unscheduled Emergency Visits within 30 days for Substance Abuse Conditions (KGH SAA)       | R     | 47.1   | G     | 30     | G     | 21.8   | G     | 20     | G         | 14.5   | G      | 25     | 35               |
|                     |           | Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (HDH SAA)         | R     | 52.8   | R     | 49.5   | Y     | 20.9   | R     | 29.5   | G         | 13     | R      | 37     | 16.3             |
|                     |           | Repeat Unscheduled Emergency Visits within 30 days for Substance Abuse Conditions (HDH SAA)       | G     | 5.9    | R     | 37.9   | R     | 41.2   | G     | 14.3   | R         | 40     | R      | 50     | 22.4             |
|                     |           | Average number of days waited from referral/application to initial assessment complete (KHSC MSA) | N/A   | 7.45   | N/A   | 4.42   | N/A   | 7.48   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | NULL             |
|                     |           | Average number of days waited from Initial Assessment Complete to Service Initiation (KHSC MSA)   | N/A   | 8.63   | N/A   | 14.53  | N/A   | 7.86   | N/A   | NULL   | N/A       | NULL   | N/A    | NULL   | NULL             |
|                     |           | Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KHSC MSA CMH)    | R     | 32.5   | R     | 34.6   | R     | 21.4   | Y     | 19.5   | G         | 10.8   | Y      | 16.8   | 16.3             |
|                     |           | Repeat Unscheduled Emergency Visits within 30 days for Substance Abuse Conditions (KHSC MSA CMH)  | R     | 43.8   | R     | 33.3   | G     | 23     | G     | 19.5   | G         | 15.9   | G      | 27.8   | 22.4             |
|                     |           | QBP (Quality Based Procedure) - Acute Primary Unilateral Hip Replacement (KHSC SAA)               | R     | 25     | R     | 67     | R     | 141    | R     | 177    | R         | 66     | R      | 98     | 145              |
|                     |           | QBP (Quality Based Procedure) - Acute Primary Unilateral Knee Replacement (KHSC SAA)              | R     | 23     | R     | 124    | R     | 205    | R     | 271    | R         | 86     | R      | 128    | 222              |
|                     |           | QBP (Quality Based Procedure) - Bilateral Hip and Knee Replacement (KGH SAA)                      | R     | 9      | R     | 19     | R     | 34     | R     | 45     | R         | 8      | R      | 13     | 5                |
|                     |           | QBP (Quality Based Procedure) - Knee Arthroscopy (KHSC SAA)                                       | R     | 21     | R     | 46     | R     | 65     | R     | 76     | R         | 27     | Y      | 48     | 40               |
|                     |           | QBP (Quality Based Procedure) - Spine(Instrumented)   | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | G         | 27     | G      | 39     | 38               |
|                     |           | QBP (Quality Based Procedure) - Spine (Non-Instrumented)  | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | N/A   | NULL   | R         | 41     | R      | 69     | 132              |
|                     |           | QBP (Quality Based Procedure) - Shoulder (Arthroplasties) (KHSC SAA)                              | R     | 3      | R     | 8      | R     | 13     | R     | 13     | R         | 7      | R      | 10     | 21               |
|                     |           | QBP (Quality Based Procedure) - Shoulder (Reverse Arthroplasties) (KHSC SAA)                      | R     | 2      | R     | 9      | R     | 13     | R     | 21     | Y         | 9      | R      | 10     | 19               |
|                     |           | QBP (Quality Based Procedure) - Shoulder (Repairs) (KHSC SAA)                                     | R     | 2      | R     | 16     | R     | 29     | R     | 43     | R         | 9      | R      | 15     | 55               |
|                     |           | QBP (Quality Based Procedure) - Shoulder (Other) (KHSC SAA)                                       | R     | 0      | R     | 5      | R     | 9      | R     | 11     | R         | 1      | R      | 2      | 10               |
|                     |           | QBP (Quality Based Procedure) - COPD (KGH SAA)  | R     | 90     | R     | 166    | R     | 243    | R     | 312    | R         | 76     | R      | 122    | 228              |
|                     |           | QBP (Quality Based Procedure) - Endoscopy (KHSC SAA)  | G     | 2,019  | Y     | 3,969  | G     | 6,401  | G     | 8,809  | G         | 1,984  | G      | 3,248  | 3618             |
|                     |           | QBP (Quality Based Procedure) - Heart Failure (CHF) (KGH SAA)                                     | Y     | 122    | G     | 217    | R     | 219    | G     | 443    | Y         | 95     | Y      | 161    | 188              |

