

### Hospital Progress Report Summarizing Performance in 2020-21

Measure/Indicator	Source / Reporting Period	2019-20 Performance	2020-21 Target	2020-21 Performance	Status of Change Ideas
1. Percentage of clients surveyed who respond “always” to the question: - “Are you involved as much as you want to be in decisions about your care and treatment?”	In-house survey  Most recent 12 month period Jan 1 – Dec 31, 2020	45.7%	80%	N/A (client surveying paused)	0 out of 5 complete
2. Stage 2+ pressure injury incidence rate on (CCC) units	Prevalence and incidence (P&I) studies  Q1 – Q3 Fiscal Year 2020-21	0.08	0.18	0.16 (Q1 P&I study not complete)	2 out of 3 complete
3. Percentage of clients discharged from hospital for whom a discharge summary was sent to their primary care provider within 48 hours of discharge	Local data collection  Most recent three month period Oct – Dec, 2020	71.3%	85%	80.9%	2 out of 3 complete
4. Documented assessment of palliative care needs among clients with progressive, life-limiting illness who were identified to benefit from palliative care	Local data collection  Most recent 6 month period Jul – Dec, 2020	25%	100%	N/A (data collection paused)	0 out of 3 complete
5. Total number of alternate level of care (ALC) days contributed by ALC clients within the specific reporting period (rate per 100 inpatient days)	WTIS, CCO, BCS, MOH  Q2 Fiscal Year 2020-21	16.74%	13.97%	13.54%	1 out of 4 complete
6. Number of workplace violence incidents reported by hospital workers (as defined by OHSA) within a 12 month period	Local data collection  Jan – Dec 2020	191	200	91	1 out of 3 complete
7. Percentage of clients discharged from Day Hospital Programs (i.e., Day Treatment Centre (DTC) and Psychiatric Day Hospital (PDH)) for whom interdisciplinary summaries/ notes are sent to the primary care provider within 2 weeks of discharge	Local data collection  Q3 (Oct – Dec, 2020)	N/A	Collecting Baseline	0%	1 out of 3 complete
8. Number of virtual visits in Memory Clinic, Interprofessional Primary Care Team, Integrated Community Care Team, Geriatric Assessment Clinic, and Day Treatment Centre*	Local data collection  Q1 – Q3 Fiscal Year 2020-21	28	200	5918	2 out of 3 complete

