

Balanced Scorecard Highlights

Highlights from 2011-12 first quarter (April to June)



Percent of Surgeries Cancelled Within 48 Hours

UHN has successfully managed to reduce the number of surgical cancellations this quarter. The current rate of only 7.2% of scheduled surgeries being cancelled within 48 hours is lower than both our 10/11 end of year result and our 11/12 target.

Our surgical teams will continue to manage the balance between scheduled and unscheduled care, enabling us to avoid surgical cancellations and the consequential effects they impose on our patients.

Hospital Acquired Infections – C. Difficile, VRE, MRSA

Hospital Acquired Infection rates for C. Difficile and VRE are higher than we would like them to be. Reducing infection rates is a patient safety priority for both UHN and the provincial government. UHN's Infection Prevention and Control team and all of our clinical leaders are working hard to develop strategies to reduce infection risk across our sites. The epidemiology of VRE infection suggests that it is being transmitted through the environment as well as on equipment. That being said, the route to improvement involves better antimicrobial use and improved environmental cleaning.

On a more positive note, our MRSA infection rate has significantly decreased since our last report. This is likely due to the improvement we've seen in our hand hygiene rate. We need to work together to continue to foster a culture dedicated to cleanliness, hand hygiene and an overall reduction in hospital-acquired infections.



Meets or exceeds target



Does not meet target, but on track



Requires continued focus

For more information on the
Balanced Scorecard visit

<http://intranet.uhn.ca/home/strategic%5Fplanning/>

Inpatient Satisfaction Score

The Inpatient Satisfaction Score is a reflection of how our patients feel about their experience at UHN. As such, the results of this measure are critical to our patient-centered care approach. We look at questions such as “Did you have confidence and trust in the doctors treating you?”, “Did you feel like you were treated with respect and dignity while you were in the hospital?”, “How would you rate the availability of your doctors?”. We are pleased to announce that at the end of 2010/11, 81.7% of our patients would definitely recommend UHN to their friends and family. Thank you to all of our staff for working to create a pleasant environment for patients at UHN. We look forward to more positive results in the future.

Percent of Discharge Summaries Completed Within 7 Days

This measure is particularly noteworthy at the start of our new fiscal year. For 11/12, we have accelerated our target, requiring discharge summaries to be completed within a shorter period - 7 days post inpatient discharge. We are very pleased to share that thanks to our medical staff and our Health Records department, we have exceeded our 85% target this quarter. We will continue to leverage the strong systems we have in place to ensure timeliness of information distribution and continue with these excellent results moving forward.

Percent Completion of Clinical Data Repository Plan for Research

Work towards the development of a clinical data repository plan for research began at the beginning of the fiscal year. As part of the broader Advanced Clinical Documentation initiative, the clinical data repository will serve as a central source of data, uniting both clinical and research practices. A key milestone of the project has already been achieved: a request for information has been extended out to potential vendors and responses are currently being assessed by the ACD technical advisory group. The plan is on track to be completed by March 2012.