

UHN's Primary Value: The needs of patients come first

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|---|---|-----------------|----------------|----------------|----------------------|-------------------------|------------------------------------|----------------|----------------|----------|
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| Health Outcomes | Readmission rate to UHN (8 HIG groups, HSAA)** | | Janet Newton | 15.7% | 15.5% (Q4 18/19) | 15.5% (Q1 19/20) | 13.7% | ≤13.7% | >13.7%, ≤16.1% | >16.1% |
| | Actual length of hospital stay compared to expected length of stay (excludes long stay typical cases) | | Janet Newton | 0.93 | 0.93 (updated) | 0.92 (As of July) | 1.00 | ≤1.00 | >1.00, ≤1.04 | >1.04 |
| | QIP Serious safety event rate** | | Emily Musing | 0.49 | 0.41 | 0.34 (As of July) | 0.31 | ≤0.31 | >0.31, ≤0.49 | >0.49 |
| | Surgical site infection rate** (risk-adjusted) | Toronto General | Shaf Keshavjee | 8.49% | 7.60% | 8.14% | 6.79% | ≤6.79% | >6.79%, ≤8.49% | >8.49% |
| Toronto Western | | 3.47% | | 4.31% | 4.81% | 2.78% | ≤2.78% | >2.78%, ≤3.47% | >3.47% | |
| Princess Margaret | | 2.12% | | 1.34% | 1.62% | 1.70% | ≤1.70% | >1.70%, ≤2.12% | >2.12% | |
| Patient Experience | Same day surgical cancellation rate** | | Shaf Keshavjee | 5.47% | 4.78% (updated) | 5.41% | 5.00% | ≤5.00% | >5.00%, ≤6.67% | >6.67% |
| | System wide EPR downtime hours | | Brad Wouters | 3 | 0 | 0 | 0 | 0 | >0, <4 | ≥4 |
| | Patient Experience: did you receive enough information from the hospital staff about what to do if you were worried about your condition or treatment after you left the hospital? ** | | Joy Richards | 61.6% | 61.7% (Q4 18/19) | 60.7% (Q1 19/20) | 70% | ≥70% | <70%, ≥63% | <63% |
| | Emergency department wait time for inpatient bed ** | | Marnie Escaf | 21.4hrs | 20.2 hours (updated) | 21 hours (As of August) | 19.4hrs | ≤19.40 | >19.40, ≤23.45 | >23.45 |
| TeamUHN Experience | % of learners in Education who would recommend a placement at UHN | | Brian Hodges | 91% | 87% | 93% | 91% | ≥91% | <91%, ≥86.5% | <86.5% |
| | New hire retention after 2 years | | Emma Pavlov | 87.1% | 86.7% | 85.5% | 89% | ≥89% | <89%, ≥86% | <86% |
| | Number of all reported workplace incidents | | | 1873 | 446 | 475 | FY: 1780 QTR: 445 | <445 | >446, <468 | >469 |
| | Number of WSIB reported workplace incidents that required health care and lost time | | | 350 | 71 (updated) | 53 | FY: 333 QTR: 83 | ≤83 | ≥84, ≤86 | ≥87 |
| Operational Excellence | Alternative Level of Care (ALC) rate ** | | Marnie Escaf | 8.31% | 8.4% (updated) | 9.6% (As of August) | 8.00% | ≤8.00% | >8.00%, ≤8.31% | >8.31% |
| | Performance against UHN's approved budget and forecast | | Darlene Dasent | \$26.2M, 1.13% | -\$9.4M -1.58% | -\$14.5 M -1.23%* | \$30 M margin; 1.33% (0% variance) | ≥1.3% | <1.3%, ≥ -1.5% | < -1.5%* |
| | Deferred maintenance renewal | | Ron Swail | \$24M | \$3.4M 11% | \$8.1M 27% | Q1-Q3, 20% (\$6M); Q4, 40% (\$12M) | ≥20% | <20%, ≥15% | <15% |
| | Proportion of industry-sponsored clinical trial agreements completed within 90 days | | Brad Wouters | 36.4% | 34.5% | 40.4% | 60% | ≥60% | <60%, ≥40% | <40% |

* Current performance (Q2) represents available data as of October 15, 2019.

*Performance against UHN's approved budget and forecast – Red target corridor will vary, depending on anticipated timing of MOHLTC funding flow

**2019/2020 Quality Improvement Plan (QIP) Indicator