NSM LHIN MLAA QUICK DASHBOARD (PERFORMANCE INDICATORS)

2017Q4

Legend					TRENDING								
			MOST CURRENT QUARTER RESULTS – NSM LHIN	2016/2017				2017/2018					2018/2019
Not Meeting Target													
Within Acceptable Parameters (10% of Target)													
Target Met or Better than Target													
MLAA Indicator	Data Period	TARGET 2017/18		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1

Home and Community Care Indicators

	MLAA Indicator	Data Period	TARGET 2017/18	MOST CURRENT QUARTER RESULTS – NSM LHIN	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
1	Percent of home care clients who received their personal support visit within 5 days of the date they were authorized for personal support services	2017/2018 Q4	95%	87.8%	81.3%	85.2%	86.5%	86.4%	87.0%	83.9%	87.2%	87.8%	
2	Percent of home care clients who received their nursing visit within 5 days of the date they were authorized for nursing services	2017/2018 Q4	95%	98.6%	93.1%	92.9%	92.1%	93.0%	97.4%	97.4%	97.0%	98.6%	
3	90th percentile wait time from community for home care services: application from community setting to first home care service (excluding case management)	2017/2018 Q4	21	29	51	53	51	45	43	39	46	29	
4	90th Percentile Wait Time from Hospital Discharge to Service Initiation for Home and Community Care	2017/2018 Q4	No Target	6	9	6	7	7	6	6	6	6	

System Access & Integration Indicators

	MLAA Indicator	Data Period	TARGET 2017/18	MOST CURRENT QUARTER RESULTS – NSM LHIN	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
5	90th percentile emergency department (ED) length of stay for complex patients	2018/2019 Q1	8.0	9.4	8.8	9.2	9.0	9.3	9.4	10.3	10.7	11.3	9.4
6	90th percentile ER length of stay for non-admitted minor/ uncomplicated patients	2018/2019 Q1	4.0	4.2	4.3	4.3	4.1	4.3	4.1	4.6	4.2	4.5	4.2
7	Percent of Priority 2,3, and 4 Cases Completed Within Access Targets for Hip Surgery	2018/2019 Q1	90%	71.0%	79.1%	71.3%	80.6%	76.4%	79.0%	75.6%	83.1%	94.7%	71.0%
8	Percent of Priority 2,3, and 4 Cases Completed Within Access Targets for Knee Surgery	2018/2019 Q1	90%	64.0%	69.3%	68.6%	77.8%	83.5%	77.3%	73.6%	77.2%	80.6%	64.0%
9	Percentage of ALC days	2017/2018 Q4	9.46%	24.2%	18.3%	19.6%	16.1%	28.6%	14.7%	19.4%	21.6%	24.2%	
10	ALC Rate	2018/2019 Q1	12.7%	19.2%	14.1%	15.2%	14.6%	14.0%	12.4%	16.2%	18.9%	18.6%	19.2%

Health & Wellness (Mental Health and Substance Abuse)

	MLAA Indicator	Data Period	TARGET 2017/18	MOST CURRENT QUARTER RESULTS – NSM LHIN	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
11	Repeat Unscheduled Emergency Visits within 30 Days for Mental Health Conditions	2017/2018 Q4	16.3%	16.8%	17.0%	15.3%	16.3%	18.6%	16.2%	16.7%	18.3%	16.8%	
12	Repeat Unscheduled Emergency Visits within 30 Days for Substance Abuse Conditions	2017/2018 Q4	22.4%	22.0%	27.1%	23.6%	22.4%	20.3%	20.8%	22.4%	23.3%	22.0%	

Sustainability & Quality

	MLAA Indicator	Data Period	TARGET 2017/18	MOST CURRENT QUARTER RESULTS – NSM LHIN	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
13	Readmissions within 30 days for selected HBAM Inpatient Grouper (HIG) conditions	2017/2018 Q3	15.5%	17.7%	15.3%	15.8%	17.6%	17.2%	16.4%	17.2%	17.7%		