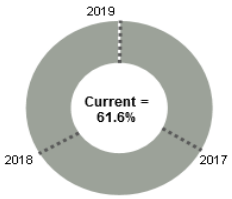
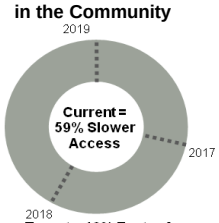
South West LHIN — Report on Performance Scorecard

Self-Reported Health Status



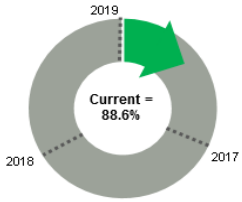
3-Year Target = 63.0%

Faster Access to Care in the Community



3-Year Target = 19% Faster Access

Satisfaction with Health Care in the Community



3-Year Target = 92.0%

Value Realized by Reducing Hospital Visits and Days

3-Year Target = $11.7M Realized

	PRIMARY HEALTH CARE	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
1	*Percentage of Adults Who Were Able to See a Primary Care Provider on the Same Day or Next Day When They Were Sick*	38.6%	40.0%	35.7%	36.2%	38.6%	32.9%	32.4%	29.3%	-	43.5%	12
2	***Rate of Emergency Visits for Conditions Best Managed Elsewhere***	10.5	9.6	10.6	8.1	10.7	12.5	10.4	8.2	-	3.4	13
3	**Percentage of Acute Care Patients Who Have Had a Follow-Up With a Physician Within 7 Days of Discharge**	41.3%	45.0%	43.2%	41.3%	42.7%	40.8%	44.5%	-	-	48.1%	9

	HOME, LONG-TERM CARE AND COMMUNITY CARE	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
4	***Percentage of Home Care Clients With Complex Needs Who Received Their Personal Support Visit Within 5 Days of the Date That They Were Authorized for Personal Support Services***	88.8%	95.0%	87.9%	92.5%	87.4%	88.4%	90.9%	87.9%	-	87.1%	6
5	**Percentage of Home Care Clients Who Received Their Nursing Visit Within 5 Days of the Date They Were Authorized for Nursing Services**	93.1%	95.0%	92.9%	93.6%	92.7%	92.9%	92.2%	92.1%	-	94.9%	14
6	**90th Percentile Wait Time From Community for CCAC In-Home Services: Application From Community Setting to First CCAC Service (Excluding Case Management)**	21 days	21 days	20	21	21	21	22	24	-	32	4
7	Percentage of Home Care Clients With an Unplanned, Less Urgent Emergency Department Visit Within the First 30 Days of Discharge From Hospital	8.8%	7.8%	8.5%	9.0%	8.1%	6.5%	-	-	-	6.0%	11
8	**Alternate Level of Care (ALC) Rate**	11.1%	12.7%	9.8%	11.2%	11.4%	11.9%	12.4%	12.7%	11.3%	15.6%	3
9	**Percentage of Alternate Level of Care (ALC) Days**	8.85%	9.46%	8.10%	8.83%	9.48%	10.58%	8.78%	11.84%	-	15.22%	2

	PREVENTING AND MANAGING CHRONIC CONDITIONS	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
10	***Hospitalization Rate for Ambulatory Care Sensitive Conditions***	97.0	90.0	103.7	81.3	100.4	115.6	106.3	89.0	-	71.0	10
11	**Readmissions Within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions**	16.6%	15.5%	17.0%	16.1%	17.8%	17.1%	17.1%	-	-	16.3%	11

	MENTAL HEALTH AND ADDICTION SERVICES	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
12	*Average Wait Time for Mental Health Case Management*	29 days	21 days	32	31	28	29	25	26	33	43	7
13	**Repeat Unscheduled Emergency Visits Within 30 Days for Mental Health Conditions**	17.6%	16.3%	17.6%	18.3%	18.0%	17.8%	17.9%	18.9%	-	21.5%	6
14	**Repeat Unscheduled Emergency Visits Within 30 Days for Substance Abuse Conditions**	23.7%	22.4%	22.5%	23.4%	23.7%	22.4%	26.4%	26.3%	-	33.4%	5
15	Mental Health and Substance Abuse Hospitalization Rate	14.8	12.6	14.4	16.0	15.6	15.5	17.0	15.3	-	12.0	12

	HOSPITAL-BASED CARE	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
16	**90th Percentile Emergency Department (ED) Length of Stay for Complex Patients**	8.0 hours	8.0 hours	7.9	7.7	7.4	8.0	7.4	7.5	7.9	10.5	2
17	**90th Percentile Emergency Department (ED) Length of Stay for Minor/Uncomplicated Patients**	3.6 hours	4.0 hours	3.6	3.5	3.5	3.8	3.6	3.6	3.6	4.1	2
18	**Percentage of Priority 2, 3 and 4 Cases Completed Within Access Target for CT Scan**	74.0%	90.0%	74.6%	72.2%	83.0%	83.7%	80.3%	84.0%	87.0%	77.3%	5
19	**Percentage of Priority 2, 3 and 4 Cases Completed Within Access Target for MRI Scan**	33.0%	90.0%	37.2%	30.5%	29.7%	37.7%	34.4%	40.0%	54.2%	39.4%	2
20	**Percentage of Priority 2, 3 and 4 Cases Completed Within Access Target for Hip Replacement**	73.0%	90.0%	67.0%	66.0%	73.0%	68.0%	58.0%	46.0%	56.8%	79.9%	12
21	**Percentage of Priority 2, 3 and 4 Cases Completed Within Access Target for Knee Replacement**	72.0%	90.0%	71.0%	65.0%	70.0%	70.0%	59.0%	41.0%	44.3%	75.0%	13
22	Health Based Allocation Model (HBAM) Variance	5.5%	3.3%			-			-			
23	Hospital Standardized Mortality Ratio (HSMR)	95	96	97	91	93	100	94	80	94	92	8

	REHABILITATIVE SERVICES	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
24	Length of Stay Efficiency for Inpatient Rehabilitation	0.93	1.00	0.94	0.90	0.98	0.98	1.07	1.08	-	1.26	11

	HOSPICE PALLIATIVE CARE	Baseline	Target	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	Provincial Performance	LHIN Rank
25	**Percentage of Palliative Care Patients Discharged From Hospital With Home Support**	82.3%	95.0%	80.6%	81.4%	83.6%	81.4%	82.9%	78.3%	-	85.0%	13

** italicized items are Big Dot components*
*** bolded items are MLAA indicators**
\- lagged data

LEGEND

Achieved Target	Within 10% of Target	> 10% From Target

Performance evaluated against IHSP 2016-19 targets which may differ from previously applied targets

Quarter 3, 2016/17