

**Performance Measures
2012-13: Final Report**

Regina Qu'Appelle Regional Health Authority

May 2013

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

SYSTEM MEASURE REPORT

Measure	Target	Achievement Criteria	2012-13	Trend	Status
1.a. Percentage of patients waiting on March 31, 2013 who were not offered a surgery date within 6 months of booking (Province-Wide) * See Appendix A for indicator overview	All patients are offered an option to have surgery within 6 months by March 31/13	System-Wide Achievement	Patients waiting over 6 months: 3,473 (Source: Acute and Emergency Services Branch)		<ul style="list-style-type: none"> The system target is not being met by 18%.
					Analysis and Discussion
					Data is as of March 31, 2013 $\frac{\text{Patients waiting over 6 months}}{\text{Total patients waiting}} = \frac{3,473}{19,263} = 18\%$
					Performance Pay
					<ul style="list-style-type: none"> If target is not met compensation will be deducted to the 90% level. Accordingly, an 18% rating would lead to a 10% reduction in compensation for this measure. Guidelines stipulate that 90% of base salary will be paid.

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

SYSTEM MEASURE REPORT

Measure	Target	Achievement Criteria	2012-13	Trend	Status								
1.b. Percent of invasive cancer surgeries performed within 3 weeks (Province-Wide) * See Appendix A for indicator overview	The percentage of invasive cancer surgeries performed within 3 weeks increases or remains the same as 2011-12 levels <ul style="list-style-type: none"> Baseline 2011-12-Q4: 72.33% 	System-Wide Achievement	Achievement Percentage: 62.10% (Source: MoH - Acute and Emergency Services Branch)	<p style="text-align: center;">All SK: All Specialties</p> <p style="text-align: center;">Performed: % within 3 wk</p> <table border="1"> <caption>Line Graph Data: % performed within 3 wk</caption> <thead> <tr> <th>Month of Surgery</th> <th>% performed within 3 wk</th> </tr> </thead> <tbody> <tr> <td>Mar2011</td> <td>67</td> </tr> <tr> <td>Mar2012</td> <td>75</td> </tr> <tr> <td>Mar2013</td> <td>66</td> </tr> </tbody> </table>	Month of Surgery	% performed within 3 wk	Mar2011	67	Mar2012	75	Mar2013	66	<ul style="list-style-type: none"> Target not met. 2012-13-Q4: 62.1% 2011-12-Q4: 72.33% 14% worsening from last year
					Month of Surgery	% performed within 3 wk							
					Mar2011	67							
Mar2012	75												
Mar2013	66												
Analysis and Discussion													
<ul style="list-style-type: none"> This measure is a balancing measure for 1a (the number of patients waiting longer than 6 months for surgery). To receive performance pay for 1a, the proportion of patients receiving cancer surgery within 3 weeks must not decrease from 2011-12 levels. 													
Performance Pay													
<ul style="list-style-type: none"> The worsening in cancer surgery wait times means that performance pay can NOT be paid for measure 1a. 													

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

SYSTEM MEASURE REPORT

Measure	Target	Achievement Criteria	2012-13	Trend	Status
1.a. Percentage of patients waiting on March 31, 2013 who were not offered a surgery date within 6 months of booking (Organization Specific) * See Appendix A for indicator overview	All patients are offered an option to have surgery within 6 months by March 31/13	Organization-Specific Achievement	Patients waiting over 6 months: 2,822 (Source: Acute and Emergency Services Branch)		<ul style="list-style-type: none"> The system target is not being met by 34.6%.
					Analysis and Discussion
					Data is as of March 31, 2013. $\frac{\text{Patients waiting over 6 months}}{\text{Total patients waiting}} = \frac{2,822}{8,145} = 34.6\%$
					Performance Pay
					<ul style="list-style-type: none"> If target is not met compensation will be deducted to the 90% level. Accordingly, a 34.6% rating would lead to a 10% reduction in compensation for this measure. Guidelines stipulate that 90% of base salary will be paid.

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

SYSTEM MEASURE REPORT					
Measure	Target	Achievement Criteria	2012-13	Trend	Status
1.b. Percent of invasive cancer surgeries performed within 3 weeks (Organization Specific) * See Appendix A for indicator overview	The percentage of invasive cancer surgeries performed within 3 weeks increases or remains the same as 2011-12 levels <ul style="list-style-type: none"> Baseline 2011-12-Q4: 62.17% 	Organization-Specific Achievement	Achievement Percentage: 48.57% (Source: MoH - Acute and Emergency Services Branch)		<ul style="list-style-type: none"> Target not met. 2012-13-Q4: 48.57% 2011-12-Q4: 62.17% 22% worsening over last year
					Analysis and Discussion
					<ul style="list-style-type: none"> This measure is a balancing measure for 1a (the number of patients waiting longer than 6 months for surgery). To receive performance pay for 1a, the proportion of patients receiving cancer surgery within 3 weeks must not decrease from 2011-12 levels.
					Performance Pay
					<ul style="list-style-type: none"> The worsening in cancer surgery wait times means that performance pay cannot be paid for measure 1a.

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

SYSTEM MEASURE REPORT					
Measure	Target	Achievement Criteria	2012-13 (Q3 data)	Trend	Status
2. Rural Emergency Stabilization Services	Completion of an evidence-based plan to sustainably reduce disruptions by a significant percentage within one year, including effective collaboration with neighboring RHAs.	Region-Specific Achievement	Achievement Percentage: 105% (Source: Risk & Relationship Management Branch)		<ul style="list-style-type: none"> • Acceptable target set • RHA met all reporting deadlines. • No clear steps to reach target • There is evidence of collaboration with communities and at least one neighboring RHA.
					<p style="text-align: center;">Analysis and Discussion</p> <ul style="list-style-type: none"> • RQHR has met deadlines with one exception and have been collaborating with Sun Country as well as communities such as Moosomin to develop a needs assessment, Weyburn physician group, etc. They have targets set and a plan still in the development phase so they haven't reached the 110% mark.
					<p style="text-align: center;">Performance Pay</p> <ul style="list-style-type: none"> • 105% achieved for Oct/12-Mar/13 due to timely submissions, significant target, steps to reach it, and evidence of collaboration being initiated. • As score is above 100% it will not be averaged down. • Final score = 105%

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

ORGANIZATIONAL MEASURE REPORT

Measure	Target	Achievement Criteria	2012 - 13	Trend	Status																																																																	
3. Workplace Injury Reduction	Reduce WCB lost time claims to 5.81 claims per 100 FTE in RQHR owned and operated RQHR facilities and community services Baseline: <ul style="list-style-type: none"> 8.3 claims per 100 FTE 	Region-Specific Achievement	Achievement: 7.34 claims per 100 FTE Source RHQR – Human Resources	<p style="text-align: center;">RQHR WCB Lost Time Claims Per 100 FTE - 2012/13</p> <table border="1"> <caption>WCB Lost Time Claims Per 100 FTE - 2012/13</caption> <thead> <tr> <th>Month</th> <th>2011/12 Claims</th> <th>2012/13 Claims</th> <th>Target</th> <th>Projection</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>0.71</td><td>0.50</td><td>6.64</td><td>5.99</td></tr> <tr><td>May</td><td>1.35</td><td>0.98</td><td>6.64</td><td>5.90</td></tr> <tr><td>Jun</td><td>1.96</td><td>1.43</td><td>6.64</td><td>5.72</td></tr> <tr><td>Jul</td><td>2.72</td><td>2.04</td><td>6.64</td><td>6.13</td></tr> <tr><td>Aug</td><td>3.42</td><td>2.67</td><td>6.64</td><td>6.40</td></tr> <tr><td>Sep</td><td>4.24</td><td>3.19</td><td>6.64</td><td>6.37</td></tr> <tr><td>Oct</td><td>5.12</td><td>3.81</td><td>6.64</td><td>6.53</td></tr> <tr><td>Nov</td><td>5.93</td><td>4.67</td><td>6.64</td><td>7.01</td></tr> <tr><td>Dec</td><td>6.56</td><td>5.18</td><td>6.64</td><td>6.91</td></tr> <tr><td>Jan</td><td>7.30</td><td>5.93</td><td>6.64</td><td>7.30</td></tr> <tr><td>Feb</td><td>7.91</td><td>6.58</td><td>6.64</td><td>7.48</td></tr> <tr><td>Mar</td><td>8.30</td><td>7.34</td><td>6.64</td><td>6.64</td></tr> </tbody> </table>	Month	2011/12 Claims	2012/13 Claims	Target	Projection	Apr	0.71	0.50	6.64	5.99	May	1.35	0.98	6.64	5.90	Jun	1.96	1.43	6.64	5.72	Jul	2.72	2.04	6.64	6.13	Aug	3.42	2.67	6.64	6.40	Sep	4.24	3.19	6.64	6.37	Oct	5.12	3.81	6.64	6.53	Nov	5.93	4.67	6.64	7.01	Dec	6.56	5.18	6.64	6.91	Jan	7.30	5.93	6.64	7.30	Feb	7.91	6.58	6.64	7.48	Mar	8.30	7.34	6.64	6.64	<ul style="list-style-type: none"> Target not fully met 7.34 claims per 100 FTE is an 11.6% improvement compared to the baseline of 8.3.
				Month	2011/12 Claims	2012/13 Claims	Target	Projection																																																														
				Apr	0.71	0.50	6.64	5.99																																																														
				May	1.35	0.98	6.64	5.90																																																														
Jun	1.96	1.43	6.64	5.72																																																																		
Jul	2.72	2.04	6.64	6.13																																																																		
Aug	3.42	2.67	6.64	6.40																																																																		
Sep	4.24	3.19	6.64	6.37																																																																		
Oct	5.12	3.81	6.64	6.53																																																																		
Nov	5.93	4.67	6.64	7.01																																																																		
Dec	6.56	5.18	6.64	6.91																																																																		
Jan	7.30	5.93	6.64	7.30																																																																		
Feb	7.91	6.58	6.64	7.48																																																																		
Mar	8.30	7.34	6.64	6.64																																																																		
Analysis and Discussion																																																																						
<ul style="list-style-type: none"> Strategies to address our musculoskeletal injuries continue including TLR and SMART. A heightened organizational focus on zero injuries through managing all aspects of staff safety will continue 																																																																						
Performance Pay																																																																						
<ul style="list-style-type: none"> With an 11.6% improvement, guidelines stipulate that 95.79% of base salary will be paid. 																																																																						

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

ORGANIZATIONAL MEASURE REPORT

Measure	Target	Achievement Criteria	2012-13	Trend	Status																										
4. Adult Outpatient Addiction Services	Same day access to Adult Outpatient Addiction Services Baseline <ul style="list-style-type: none"> 31.5 days 	Region-Specific Achievement	Achievement: Patients waiting 2.6 days Source: RQHR – Mental Health & Addiction Services	<p style="text-align: center;">Wait time for Adult Outpatient Services - 2012/2013 Addiction Services - Addiction Treatment Centre</p> <table border="1"> <caption>Wait time for Adult Outpatient Services - 2012/2013</caption> <thead> <tr> <th>Month</th> <th>Calendar Days</th> </tr> </thead> <tbody> <tr><td>May</td><td>31.5</td></tr> <tr><td>Jun</td><td>27</td></tr> <tr><td>Jul</td><td>22</td></tr> <tr><td>Aug</td><td>22</td></tr> <tr><td>Sep</td><td>31</td></tr> <tr><td>Oct</td><td>8</td></tr> <tr><td>Nov</td><td>-</td></tr> <tr><td>Dec</td><td>7</td></tr> <tr><td>Jan</td><td>-</td></tr> <tr><td>Feb</td><td>-</td></tr> <tr><td>Mar</td><td>2</td></tr> <tr><td>Apr</td><td>2.6</td></tr> </tbody> </table>	Month	Calendar Days	May	31.5	Jun	27	Jul	22	Aug	22	Sep	31	Oct	8	Nov	-	Dec	7	Jan	-	Feb	-	Mar	2	Apr	2.6	<ul style="list-style-type: none"> Target is close to fully met 2.6 days waiting for access to the Adult Outpatient Addiction Service is an 18.4% improvement compared to the baseline of 31.5 days.
				Month	Calendar Days																										
				May	31.5																										
				Jun	27																										
Jul	22																														
Aug	22																														
Sep	31																														
Oct	8																														
Nov	-																														
Dec	7																														
Jan	-																														
Feb	-																														
Mar	2																														
Apr	2.6																														
Analysis and Discussion																															
<ul style="list-style-type: none"> Improvement efforts to reduce the wait time for outpatient addiction services have been hugely successful, with a reduction in days-waiting of 92%. Work will continue to reduce the 2.6 day wait to same-day availability; but for the most part efforts will be devoted to sustaining the changes that have occurred, and where possible replicating improvements in other mental health and addictions program areas. 																															
Performance Pay																															
<ul style="list-style-type: none"> With a 28.9 day improvement, guidelines stipulate that 108.35% of base salary will be paid. 																															

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

ORGANIZATIONAL MEASURE REPORT

Measure	Target	Achievement Criteria	2012-13	Trend	Status																																																				
5. Surgical Site Infection Prevention	Achieve 100% on 2 of the 3 components of the surgical site infection prevention bundle at Regina General Hospital and maintain baseline on the other one component (as measured by Safer Healthcare Now)	Region-Specific Achievement	<p>Achievement Percentage:</p> <p>Average annual percentage of patients with access to bundle components:</p> <p>Antibiotic Admin: 98.5%; Normothermia: 94.8% Serum Glucose: 83.6%</p> <p>Source: RQHR</p>	<table border="1"> <caption>Trend Data (Estimated from Graph)</caption> <thead> <tr> <th>Month</th> <th>Prophylactic Antibiotic (%)</th> <th>Serum Glucose (%)</th> <th>Normothermia (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>88</td><td>78</td><td>88</td></tr> <tr><td>May</td><td>100</td><td>87</td><td>87</td></tr> <tr><td>June</td><td>100</td><td>78</td><td>100</td></tr> <tr><td>Jul</td><td>100</td><td>70</td><td>100</td></tr> <tr><td>Aug</td><td>100</td><td>100</td><td>100</td></tr> <tr><td>Sept</td><td>100</td><td>100</td><td>100</td></tr> <tr><td>Oct</td><td>93</td><td>86</td><td>100</td></tr> <tr><td>Nov</td><td>100</td><td>75</td><td>91</td></tr> <tr><td>Dec</td><td>100</td><td>89</td><td>100</td></tr> <tr><td>Jan</td><td>100</td><td>83</td><td>100</td></tr> <tr><td>Feb</td><td>100</td><td>80</td><td>86</td></tr> <tr><td>Mar</td><td>100</td><td>91</td><td>83</td></tr> </tbody> </table>	Month	Prophylactic Antibiotic (%)	Serum Glucose (%)	Normothermia (%)	Apr	88	78	88	May	100	87	87	June	100	78	100	Jul	100	70	100	Aug	100	100	100	Sept	100	100	100	Oct	93	86	100	Nov	100	75	91	Dec	100	89	100	Jan	100	83	100	Feb	100	80	86	Mar	100	91	83	<ul style="list-style-type: none"> Target was not met, with worsening of the percentage of all (including major cardiac) Surgical Patients with Controlled Post Operative Serum Glucose Improvement was achieved in the percentage of surgical patients with timely Prophylactic Antibiotic Administration on average 98.52% compared to baseline of 97.4%
					Month	Prophylactic Antibiotic (%)	Serum Glucose (%)	Normothermia (%)																																																	
					Apr	88	78	88																																																	
					May	100	87	87																																																	
June	100	78	100																																																						
Jul	100	70	100																																																						
Aug	100	100	100																																																						
Sept	100	100	100																																																						
Oct	93	86	100																																																						
Nov	100	75	91																																																						
Dec	100	89	100																																																						
Jan	100	83	100																																																						
Feb	100	80	86																																																						
Mar	100	91	83																																																						
Analysis and Discussion																																																									
<ul style="list-style-type: none"> All components of the surgical site infection prevention bundle need to be consistently achieved for each appropriate surgical patient to support infection prevention. While 100% was achieved several months for both antibiotic administration and normothermia, monitoring/recording of serum glucose reached 100% only one month. Processes and recording documents have been streamlined in order to support completion of all components of the SSIP bundle each month. 																																																									
Performance Pay																																																									
<ul style="list-style-type: none"> Target has not been met and guidelines stipulate that 90% of base salary will be paid 																																																									

Performance Measures 2012-13: Final Report

Regina Qu'Appelle Regional Health Authority

PATIENT/CLIENT EXPERIENCE MEASURE REPORT

Measure	Target	Achievement Criteria	2012-13 (Q3 data)	Trend	Status												
6. Patient Satisfaction	Increase inpatients rating their hospital 10 out of 10 by 5 percentage points Baseline <ul style="list-style-type: none"> 24.87% [Average of Q1-Q3, 2011) 	Region-Specific Achievement	Achievement: Average Satisfaction Rating: 26.6% Source: Health Quality Council Patient Satisfaction Survey (un-weighted value)	<table border="1"> <caption>Line Graph Data: Patient Satisfaction Rating and Average</caption> <thead> <tr> <th>Quarter</th> <th>Rating (%)</th> <th>Average (%)</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>26.1</td> <td>26.6</td> </tr> <tr> <td>Qtr 2</td> <td>25.7</td> <td>26.6</td> </tr> <tr> <td>Qtr 3</td> <td>28.0</td> <td>26.6</td> </tr> </tbody> </table>	Quarter	Rating (%)	Average (%)	Qtr 1	26.1	26.6	Qtr 2	25.7	26.6	Qtr 3	28.0	26.6	<ul style="list-style-type: none"> Target not fully met Overall the satisfaction score increased by 1.73 points or a 6.92% percentage improvement
					Quarter	Rating (%)	Average (%)										
					Qtr 1	26.1	26.6										
					Qtr 2	25.7	26.6										
Qtr 3	28.0	26.6															
Analysis and Discussion	<ul style="list-style-type: none"> 																
Performance Pay	<ul style="list-style-type: none"> With a 6.92% improvement, guidelines stipulate that 96.92% of base salary will be paid. 																

**Performance Measures 2012-13: Final Report
Regina Qu'Appelle Regional Health Authority**

BEHAVIOURAL MEASURE REPORT					
Measure	Target	Achievement Criteria	2012-13	Trend	Status
7. Executive Performance	Achieve team rating of 9 on 360 degree feedback based on Manager Competency Portfolio (MCP) 360 Feedback Tool administered by HayGroup	Region-Specific Achievement	Achievement: 7.1 Team Score Source: HayGroup		<ul style="list-style-type: none"> Stretch target was not met. Team Score for the Manager Competency Portfolio 360 degree Model was 7.1.
					Analysis and Discussion
					<ul style="list-style-type: none">
					Performance Pay
					<ul style="list-style-type: none"> Guidelines stipulate that 100.00% of base salary will be paid.