

## Glossary: Quality Improvement Plan

To assist the reader in reviewing Southlake's Quality Improvement Plan (QIP), we have provided some additional definition below for some of the frequently used terms. For more information and to view Southlake's current performance, see the ["Our Performance"](#) section of our website.

### **Safety:**

**Hospital Acquired Infections:** The following critical infections are "core indicators" in the Safety section of the QIP:

- **Central Line Blood Stream Infection**
- **Clostridium Difficile Associated Infection**
- **Ventilator Associated Pneumonia**

These infections are considered "hospital acquired" when they occur for the first time in an acute care hospital more than 48 hours after admission or initiation of a specific treatment such as a central line or mechanical ventilation. Southlake has been working to improve our rates on all these infections for many years.

**Hand Hygiene** –Hand Hygiene refers to the consistency with which patient care staff wash their hands or use alcohol based sanitizers at key moments in the healthcare process. It is an important step to reduce the spread of hospital acquired infections. In the QIP, the Hand Hygiene indicator refers specifically to hand hygiene performed immediately before contact with the patient's environment. Compliance is measured for all healthcare workers who have direct contact with the patient's environment, including Doctors, Nurses, Housekeepers, Dietary, and Physiotherapy etc. Audits are completed by trained observers.

**Pressure Ulcer**- Pressure ulcers are categorized into four stages depending on the level of tissue involvement, or depth of the sore. The tissue being referred to includes the skin and underlying dermis, fat, muscle, bone, and joint. Knowing the appropriate stage assists in the prognosis and management of the ulcer. In the QIP, our performance measure tracks stage 2 ulcers or higher.

- Stage 1: A reddened area on the skin that, when pressed, does not turn white. This is a sign that a pressure ulcer is starting to develop.
- Stage 2: The skin blisters or forms an open sore. The area around the sore may be red and irritated.
- Stage 3: The skin now develops an open, sunken hole called a crater. There is damage to the tissue below the skin.
- Stage 4: The pressure ulcer has become so deep that there is damage to the muscle and bone, and sometimes to tendons and joints.

### **Effectiveness:**

**Hospital Standardized Mortality Ratio (HSMR)** - This indicator compares the **actual** number of deaths at a hospital in a year to the number of deaths that might be **expected** based on the types of patients the hospital treats. It is a nationally standardized measurement produced by the Canadian Institute for Health Information (CIHI).

**Alternative Level of Care (ALC)** – An ALC 'day' is defined as the period of time that a patient in an acute care hospital bed has been identified by a physician as no longer requiring an acute care bed. Patients who are designated "ALC" may be waiting for supportive care in the community or for admission to a long term care facility, convalescent care, rehab or other non acute care bed. Maintaining a lower percent of ALC days is an indication of good patient flow through our healthcare system, ensuring that patients are in the right beds with the right services for their current needs.

### **Access:**

#### **Emergency Department Wait Times:**

**"Complex Patients"** - Complex patients in the Hospital's Emergency Department (ED) are those that require extensive care and are assessed as level I, II or III on the Canadian Triage and Acuity Scale

(CTAS). Conditions include those requiring resuscitation, and urgent and emergent care. It excludes patients whose conditions are less urgent or those that could be managed by other sectors of the healthcare system.

**“Admitted Patients”** are those patients who have assessed in the emergency room and determined that an admission to an acute care hospital bed is required.

**“90<sup>th</sup> Percentile Wait Time”** is the number of hours within which 90 percent of patients in the above two categories will spend in the ED, from the time of assessment by the triage nurse to the time they leave the ED, either to be discharged or to be admitted to an inpatient unit.

See the [Ministry of Health and Long Term Care’s Wait time strategy](#) website, for more definitions and information on the Wait Time Strategy.

#### **Data Sources listed in Part B.**

CIHI: The Canadian Institute for Health Information [www.cihi.ca](http://www.cihi.ca)

NACRS: The National Ambulatory Care Reporting System a subset of information from CIHI focused on Emergency and outpatient hospital visits

DAD: The Discharge Abstract Database, a subset of information from CIHI focussed on Inpatient Acute Care

CCIS: The Critical Care Information System, a Ministry of Health and Long Term Care reporting system for all Critical Care Units in Ontario. Southlake has 4 such units including the Cardiac Surgery ICU, the Medical /Surgical ICU, the Coronary Care Unit and the Surgical Step Down Unit.

OHRs: The Ontario Hospital Reporting System is a standardized reporting tool for Ontario hospitals for financial and statistical data.

Picker Surveys: The NRC Picker surveys are standardized, validated tools used by Southlake and the majority of hospitals in Ontario to determine the quality of the patient experience at their facility. Surveys are customized based on the type of procedure, visit or inpatient stay the patient had. Of the many available questions, the QIP template asked us to report the percent of Emergency Department and Adult Inpatient acute care patients who responded Yes, Definitely to the question “Would you recommend this facility to your friends and family...”. Southlake also measures its performance regularly for many other patient populations including Obstetrics, Paediatrics, Day Surgery, Mental Health and a variety of clinics. For our internal performance indicator, we include all survey types, and measure the percent of patients who rated the Overall quality of care and service” at Southlake as Excellent.