

fiscal  
2022-2023 **Q3**  
3rd quarter ended December 31, 2022

**KHSC** this  
quarter



# Service Accountability Agreement Report





Strategic Direction	2020 Goal	Indicator	FY2022						F2023 YTD						F2023 Nov Target
			Q2		Q3		Q4		Q1		Q2		Q3		
			22-Q2	Actual	22-Q3	Actual	22-Q4	Actual	23-Q1	Actual	23-Aug	Actual	23-Nov	Actual	
1. Ensure quality in every patient experience	2. Make quality the foundation of everything we do	Alternate Level Of Care (ALC) Rate (KHSC SAA)	G	11.6	G	13.1	G	13.1	G	13.1	G	13.1	G	13.1	15.0
		90th Percentile ED Length of Stay for Non-Admitted High Acuity Patients [CTAS I-III] (KGH SAA)	R	9.5	R	10	R	9.9	R	9.5	R	10.2	R	9.8	6.3
		90th Percentile ED Length of Stay for Non-Admitted High Acuity Patients [CTAS I-III] (HDH SAA)	G	5.4	G	5.3	G	5.3	G	5.2	G	5	G	5.2	4.9
		90th percentile ED Length of Stay for Non-Admitted Low Acuity Patients (CTAS IV-V) (KGH SAA)	R	6.5	R	7.5	R	7.8	R	7.5	R	7.6	R	8.2	4.6
		90th percentile ED Length of Stay for Non-Admitted Low Acuity Patients (CTAS IV-V) (HDH SAA)	G	4.3	Y	4.7	Y	4.5	G	4.4	G	4.1	Y	4.6	4
		Percent of Cases Completed within priority target for diagnostic CT Scan: Priority 2 to 4 (KGH SAA)	G	88	G	95	G	90	G	91	G	93	G	83	78
		Percent of Cases Completed within priority target for MRI: Priority 2 to 4 (KGH SAA)	G	67	Y	51	G	55	G	60	G	64	G	63	52.5
		Percent of Cases Completed within priority target for diagnostic CT Scan: Priority 2 to 4 (HDH SAA)	G	64	R	54	R	53	R	50	R	45	R	44	64.5
		Percent of Cases Completed within priority target for hip replacement surgery: Priority 2 to 4 (KGH SAA)	R	59	R	53.3	R	56	R	43	R	39	R	24.3	71
		Percent of Cases Completed within priority target for knee replacement surgery: Priority 2 to 4 (KGH SAA)	R	54	R	51	R	37	R	72	R	33.9	R	32.9	76
		Percent of Cases Completed within priority target for hip replacement surgery: Priority 2 to 4 (HDH SAA)	R	55	R	56	R	58	R	34	R	42.9	R	19.5	81.5
		Percent of Cases Completed within priority target for knee replacement surgery: Priority 2 to 4 (HDH SAA)	R	71	R	64.3	R	66	R	41	R	33.8	R	36.8	90
		Rate Of Hospital Acquired Clostridium Difficile Infections (KGH SAA)	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	NULL
		Readmissions To Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions (KGH SAA)	G	12.2	G	16.1	G	16.7	G	14.9	G	15.5	G	10.5	17.6
		Percent ALC Days (KHSC SAA explanatory)	G	10.71	Y	13.3	Y	13	Y	13.3	Y	13	Y	13	13.2
		90th Percentile Time to Disposition Decision (admitted patients) (KHSC SAA)	R	14.3	R	15	R	15.2	R	14.3	R	15.3	R	15	11.4
		Percent of Cases Completed within priority target for cancer surgery: Priority 2 to 4 (KGH SAA)	R	65	R	78	R	66	R	73	R	65.6	R	63.6	90
		Percent of Cases Completed within priority target for cardiac bypass surgery: Priority 2 to 4 (KGH SAA)	R	78.9	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	90
		Percent of Cases Completed within priority target for cataract surgery: Priority 2 to 4 (HDH SAA)	R	38	R	39.2	R	40	R	44.2	R	50.7	R	52.5	90
		Percent of Stroke/TIA Patients Admitted to a Stroke Unit During Their Inpatient Stay (KGH SAA)	Y	70	Y	65	Y	72	R	56	R	61	Y	66	75
Hospital Standardized Mortality Ratio (HSMR) (KGH SAA)	R	147	R	132	R	132	R	116	N/A	NULL	N/A	NULL	100		
Central Line Bloodstream Infection Rate (KHSC SAA)	N/A	2.67	N/A	1.04	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	NULL		

Strategic Direction	2020 Goal	Indicator	FY2022						F2023 YTD						F2023 Nov Target
			Q2		Q3		Q4		Q1		Q2		Q3		
			22-Q2	Actual	22-Q3	Actual	22-Q4	Actual	23-Q1	Actual	23-Aug	Actual	23-Nov	Actual	
		Rate Of Hospital Acquired Methicillin Resistant Staphylococcus Aureus Bacteremia (MRSA) (KGH SAA)	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	NULL
		Rate Of Ventilator-Associated Pneumonia (KGH SAA)	N/A	9.84	N/A	6.96	N/A	NULL	N/A	NULL	N/A	NULL	N/A	NULL	NULL
		Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KGH SAA)	Y	32	G	21.5	G	17.3	G	10.3	G	13.4	G	17.4	25
		Repeat Unscheduled Emergency Visits within 30 days for Substance Abuse Conditions (KGH SAA)	G	30	G	21.8	G	20	G	14.5	G	25	G	32.3	35
		Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (HDH SAA)	R	49.5	Y	20.9	R	29.5	G	13	R	37	R	20.7	16.3
		Repeat Unscheduled Emergency Visits within 30 days for Substance Abuse Conditions (HDH SAA)	R	37.9	R	41.2	G	14.3	R	40	R	50	R	45	22.4
		Average number of days waited from referral/application to initial assessment complete (KHSC MSA)	N/A	14.53	N/A	7.48	N/A	11.03	N/A	15.21	N/A	10.20	N/A	10.48	NULL
		Average number of days waited from Initial Assessment Complete to Service Initiation (KHSC MSA)	N/A	4.42	N/A	7.86	N/A	10.06	N/A	5.56	N/A	10.18	N/A	7.54	NULL
		Repeat Unscheduled Emergency Visits within 30 Days For Mental Health Conditions (KHSC MSA CMH)	R	34.6	R	21.4	Y	19.5	G	10.8	Y	16.8	Y	17.9	16.3
		Repeat Unscheduled Emergency Visits within 30 days for Substance Abuse Conditions (KHSC MSA CMH)	R	33.3	G	23	G	19.5	G	15.9	G	27.8	R	33.5	22.4
		QBP (Quality Based Procedure) - Acute Primary Unilateral Hip Replacement (KHSC SAA)	R	67	R	141	R	177	R	66	R	98	R	161	233
		QBP (Quality Based Procedure) - Acute Primary Unilateral Knee Replacement (KHSC SAA)	R	124	R	205	R	271	R	86	R	128	R	261	355
		QBP (Quality Based Procedure) - Bilateral Hip and Knee Replacement (KGH SAA)	R	19	R	34	R	45	R	8	R	13	R	25	9
		QBP (Quality Based Procedure) - Knee Arthroscopy (KHSC SAA)	R	46	R	65	R	76	R	27	Y	48	R	59	153
		QBP (Quality Based Procedure) - Spine(Instrumented)	N/A	NULL	N/A	NULL	N/A	NULL	G	27	G	39	Y	70	61
		QBP (Quality Based Procedure) - Spine (Non-Instrumented)	N/A	NULL	N/A	NULL	N/A	NULL	R	41	R	69	R	113	211
		QBP (Quality Based Procedure) - Shoulder (Arthroplasties) (KHSC SAA)	R	8	R	13	R	13	R	7	R	10	R	13	33
		QBP (Quality Based Procedure) - Shoulder (Reverse Arthroplasties) (KHSC SAA)	R	9	R	13	R	21	Y	9	R	10	R	14	31
		QBP (Quality Based Procedure) - Shoulder (Repairs) (KHSC SAA)	R	16	R	29	R	43	R	9	R	15	R	33	87
		QBP (Quality Based Procedure) - Shoulder (Other) (KHSC SAA)	R	5	R	9	R	11	R	1	R	2	R	6	15
		QBP (Quality Based Procedure) - COPD (KGH SAA)	R	166	R	243	R	312	R	76	R	122	R	237	365
		QBP (Quality Based Procedure) - Endoscopy (KHSC SAA)	Y	3,969	G	6,401	G	8,809	G	1,984	G	3,248	G	5,517	5777
		QBP (Quality Based Procedure) - Heart Failure (CHF) (KGH SAA)	G	217	R	219	G	443	Y	95	Y	161	R	229	301

