

2011 - Health care sector - ACUTE CARE:

The care provided in a hospital or a psychiatric facility.

Indicators by Quality Dimension – ACCESSIBILITY

The ability of patients/clients to obtain care/service at the right place and the right time, based on respective needs, in the official language of their choice.

(Providing timely services)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Wait time for hip fracture surgery (proportion with surgery - within 48 hours) (percentage)*	(2009-2010) 82.9%	68.8%-82.9%	A+	Canadian Institute for Health Information - 2010 Health Indicators Report http://www.cihi.ca/CIHI-ext-portal/internet/EN/SubTheme/health+system+performance/indicators/cihi010653
Wait time for hip replacement surgery (within 26 weeks) (percentage)*	(Oct 2010 – Sept 2011) 71.0%	57.0% - 91.0% (2010)	D	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf in combination (for ranges) with Surgical wait times in New Brunswick http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx
Wait time for knee replacement surgery (within 26 weeks) (percentage)*	(Oct 2010 – Sept 2011) 57.8%	42.0% - 89.0% (2010)	D	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf (Oct 2010 – Sept 2011)
Wait time for high-risk cataract surgery (within 16 weeks) (percentage)*	(Oct 2010 – Sept 2011) 92.0%	48.0% - 89.0% (2010)	A+	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf in combination (for ranges) with Surgical wait times in New Brunswick http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx
Wait time for Coronary Artery Bypass Graft Surgery (within 2 to 26 weeks) (percentage)*	(2010) 100.0%	95.0% - 100.0%	A+	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf
Wait time for radiation therapy (within 28 days) (percentage)*	(Nov 2010 – Oct 2011) 94.8%	85.0% - 100.0% (2010)	B	Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf In combination with wait times in New Brunswick http://www.gnb.ca/0051/cancer/pdf/NBCN_wait_time_update_E.pdf

Quality Dimension – APPROPRIATENESS:

Care/service provided is relevant to the patients'/clients' needs and based on established standards.

(Relevant and evidence based)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Hysterectomy age-standardized rate (rate per 100,000)*	(2009) 436	437 - 298	F	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Proportion of women delivering babies in acute care hospitals by Caesarean section (percentage)*	(2009) 28.9%	31.5% - 20.2%	E	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Universal newborn and infant hearing screening (percentage)	(2009-2010) 87.8%	70.1% - 99.5%	--	New Brunswick Department of Health, DAD/#M / AHIM
Aged-standardized mental illness hospitalization rate (age-standardized rate per 100,000)	(2009-2010) 607	927 – 364	C	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635

Quality Dimension – EFFECTIVENESS:

The care/service, intervention or action achieves the desired results.

(Doing what is required to achieve the best possible results)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Low weight babies (live birth less than 2,500 grams) (percentage) *	(2008) 5.2%	6.8% - 5.0%	A+	Statistics Canada, <i>Table 102-4509</i> http://www.statcan.gc.ca
Risk-adjusted rate of acute myocardial infarction (AMI) readmission (percentage)*	(2007-2010) 4.8%	5.5% - 3.6%	D	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Risk-adjusted rate of 30-day acute myocardial infarction (AMI) in-hospital mortality (percentage)*	(2007-2010) 8.2%	8.4% - 6.8%	F	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Risk-adjusted rate of 30-day stroke in-hospital mortality (percentage)*	(2007-2010) 17.3%	20.4% - 14.9%	C	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Risk-adjusted rate of asthma readmission (percentage)*	(2007-2010) 2.2%	6.2% - 2.2%	A+	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635

Risk-adjusted rate of prostatectomy readmission (percentage)*	(2007-2010) 3.1%	3.2% - 1.7%	F	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Risk-adjusted rate of hysterectomy readmission (percentage)*	(2007-2010) 1.5%	1.7% - 1.1%	D	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
30 - day Readmission for mental illness (Risk-adjusted rate %)	(2009-2010) 11.7%	12.9% - 9.6%	D	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Five-year relative survival ratios for prostate cancer (relative survival ratio, percentage)	(2004-2006) 99.0%	91.0% – 99.0%	A+	Canadian Cancer registry database at Statistics Canada, 2011
Five-year relative survival ratios for breast cancer (relative survival ratio, percentage)	(2004-2006) 87.0%	83.0% - 88.0%	A	Canadian Cancer registry database at Statistics Canada, 2011
Five-year relative survival ratios for colorectal cancer (relative survival ratio, percentage)	(2004-2006) 63.0%	65.0% - 59.0%	B	Canadian Cancer registry database at Statistics Canada, 2011
Five-year relative survival ratios for lung cancer (relative survival ratio, percentage)	(2004-2006) 16.0%	14.0% - 18.0%	C	Canadian Cancer registry database at Statistics Canada, 2011

Quality Dimension – EFFICIENCY:

Achieving the desired results with the most cost-effective use of resources.

(Making the best use of the resources)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Percentage of Alternate Level of Care (ALC) days to total inpatient days (percentage)*	(2010) 22.5%	22.5% – 8.2%	F	New Brunswick Department of Health
Average length of stay (ALOS)(in days)*	(2009-2010) 8.8 days	9.4 days – 6.6 days	E	Canadian Institute for Health Information – <i>Highlights of 2009–2010 Inpatient Hospitalizations and Emergency Department Visits</i> http://secure.cihi.ca/cihiweb/products/Quickstats_Highlight_document_20100113_en.pdf
Cost per weighted case (\$)	(2009-2010) \$5,138	\$6,075 - \$4,912	A	Canadian Institute for Health Information, Hospital Financial Performance Indicators
Nursing Inpatient Services total Personnel Worked Hours per Weighed Case (percentage)	(2009-2010) 56.0%	61.2% - 46.3%	D	Canadian Institute for Health Information, Hospital Financial Performance Indicators

Quality Dimension – EQUITY:

Providing quality care to all, regardless of individual characteristics and circumstances, such as race, color, creed, national origin, ancestry, place of origin, language, age, physical disability, mental disability, marital status, family status, sexual orientation, sex, social status or belief or political activity.

(Aiming for equitable care and services for all)

Indicators	NB Value	1 = difference is statistically significant	Source
Overall hospital rating (percentage)	75.9%		Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results (NBHC 2010) http://www.nbhc.ca/care_experience_survey.cfm
rural	77.0%	0	
urban	75.0%		
Aboriginal	75.0%	0	
non-aboriginal	73.0%		
French	76.6%	0	
English	75.7%		
Male	78.3%	1	
Female	74.0%		
Under 45	58.8%	1	
45-64	75.8%		
65+	79.2%		
8th grade or less	80.0%		
some high-school	80.8%		
high-school, GED	74.8%	1	
College / trade diploma	72.6%		
Undergraduate degree	70.3%		
Graduate degree	69.5%		

Quality Dimension – SAFETY:

Potential risks of an intervention or the environment are avoided or minimized.

(Keeping people safe)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Hospital Standardized Mortality Ratio (HSMR)*	(2009-2010) 77	120- 67	A	Canadian Institute for Health Information – 2011 HSMR Results
Error rate - % in the community who believe they have suffered harm or error during their stay at an acute care hospital (percentage)	(2010) 5.1%	8.9% - 0	--	Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results (NBHC 2010)
Score on the Care Transitions Measures (CTM) (coordination of hospital discharge care)	(2010) 36.1	24.5 – 64.5	--	Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results (NBHC 2010)
Hand hygiene - % Compliance before Patient Contact (as reported by patients) (percentage)	(2010) 47.5%	36.5% - 65.0%	--	Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results (NBHC 2010)
% patients who believed that the hospital takes their safety seriously (percentage)	(2010) 76.3%	67.6% - 93.8%	--	Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results (NBHC 2010)

Risk-adjusted rate of in-hospital hip fracture among acute care inpatients, (rate per 1,000 discharges)	(2007-2010) 0.9	0.7 – 1.1	C	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
CDAD Infection Rate or Clostridium difficile rate (rate per 1,000 patient days)	(Oct 2009 – Jun 30 2010) 0.16	Target 0.6	A+	Accreditation Canada Caution – only 23 hospital facilities participated within the 9 months timeframe
MRSA Infection Rate or Methicillin-resistant staphylococcus aureus specific infection rate (rate per 1,000 patient days)	(Oct 2009 – Jun 30 2010) 0.37	Target 0.6	A+	Accreditation Canada Caution – only 23 hospital facilities participated within the 9 months timeframe
Overall Performance Index			C	