

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
Health care sector - PRIMARY HEALTH:				
The care a person receives upon first contact with the health system, before referral elsewhere within the system. It focuses on health promotion, illness and injury prevention, and the diagnosis and treatment of illness.				
Age-standardized acute care hospitalization rate for ambulatory care sensitive conditions (rate per 100,000)*	(2009-2010) 489	497 - 251	F	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Contact with telephone health line in the past 12 months (percentage)*	(2011) 10.0%	3.0% - 29.0%	--	NEW SOURCE: New Brunswicker's Experience with Primary Health Care, 2011 Survey Results (NBHC 2011)
Record keeping of physicians in their main patient care setting - use of paper charts only (percentage)	(2010) 45.0%	55.8% - 28.8%	D	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
% triage level 4 and 5 (Less urgent and Non-urgent) seen in the emergency room (percentage)	(2011) 62.8%	79.6% - 55.4%	--	New Brunswick Department of Health
Health care sector - ACUTE CARE:				
The care provided in a hospital or a psychiatric facility.				
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 2007–2008 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
Unit-producing Personnel worked hours for patient care functional centres as a percentage of total worked hours (percentage)	(2009-2010) 56.1%	56.1% - 74.4%	F	Canadian Institute for Health Information, Hospital Financial Performance Indicators

Health care sector - SUPPORTIVE/SPECIALTY:

The care received in the community or as an out-patient to prevent, control, or relieve complications and/or side effects and to improve the citizen's comfort and quality of life.

Number of exams done by CAT (CT) scanners (rate per 1,000 population)*	(2009-2010) 197	110 - 197	--	Canadian Institute for Health Information – <i>Health Services - Diagnostic imaging</i> http://www.cihi.ca/CIHI-ext-portal/internet/en/document/types+of+care/specialized+services/medical+imaging/release_22jul2010_tab2
Average number of Computed Tomopgraphy (CT) Exams per Scanner (number)	(2008-2009) 11,199	5,965 – 11,199	A+	Canadian Institute for Health Information – National Survey of Selected Medical Imaging Equipment 2009 http://www.cihi.ca/cihi-ext-portal/internet/en/document/types+of+care/specialized+services/medical+imaging/release_22jul2010_tab2
Number of exams done by Magnetic Resonance Imaging (MRI) scanners (rate per 1,000 population)*	(2009-2010) 45	25 - 51	--	Canadian Institute for Health Information – <i>Health Services - Diagnostic imaging</i> http://www.cihi.ca/CIHI-ext-portal/internet/en/document/types+of+care/specialized+services/medical+imaging/release_22jul2010_tab2
Average number of Magnetic Resonance Imaging (MRI) Exams per Scanner (number)	(2008-2009) 4,623	3,706 – 7,873	E	Canadian Institute for Health Information – National Survey of Selected Medical Imaging Equipment 2009 http://www.cihi.ca/cihi-ext-portal/internet/en/document/types+of+care/specialized+services/medical+imaging/release_22jul2010_tab2
Average number of days to complete long term care generic assessment (days)	(2010-2011) 27.8 days	--	--	New Brunswick Department of Social Development
Overall Performance Index			C	

Letter grading methodology for individual indicators:

The analysis is based on the indicators available when the report was completed. The letter grading is calculated by first identifying the lowest and highest values among provinces. The range is calculated and then divided by 7 to create cut-off points for grade separations. Grades are assigned to each of the ranges from A+, A, B, C, D, E, and F, in keeping with last year's grading method. A+ will correspond to the highest achievable interval and F to the lowest.

Example:

Step 1 – calculation of range:

- i.e. range = the worse value (77%) minus better value (84%) = 7

Step 2 – calculation of interval:

- range (7) divided by 7 letter grades = 1

Step 3 – grades are assigned to each interval

- A+=84 to 83.1, A=83 to 82.1, B=82 to 81.1, C=81 to 80.1, D=80 to 79.1, E=79 to 78.1, F=78 to 77

In this case, if NB = is 80% the Grade for this indicator would be D.

Letter grading methodology for overall grade:

To calculate score, grades are given values to be used for total scoring for trending over time and scoring is used to create overall grade and scoring is used to create overall grade A+ = 1, A = 2, B = 3, C = 4, D = 5, E = 6, F = 7.

Example: *Accessibility* overall Grade

Step 1 – list all individual grades

- C, A+, B, B, D, D, E, F, C, A+, A+, D, D, A+, A+, B, A+, C, B

Step 2 – create average of overall grade using assigned scoring

- $(4+1+3+3+5+5+6+7+4+1+1+5+5+1+1+3+1+4+3) / 19 = 3.3$

In this case, with a score of 3.3, *Accessibility* would get an overall grade of B.

In situations where it is a value reaches 0.5 (i.e. 3.5) we would round up to the next grade level (i.e. 3.5 = C).

IMPORTANT NOTE: The overall grade should not be viewed in isolation from indicators on which it is based for any policy and/or planning decisions.

Please note that a grade does not equal better health results, it only speaks to the quality of services being provided when we compare New Brunswick to other provinces.

All indicators with stars at the end (*) were also used in the New Brunswick Health System Report card 2010 (NBHC 2010).