

2011 - 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
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.				
Physician who have access to electronic records in various locations, the records in these locations are electronically connected to each other to allow for access of the same electronic record from different settings (percentage)	(2010) 33.3%	21.4% - 45.0%	C	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Percent of individuals who know what their medications are for (percentage)	(2011) 46.7%	25.7% - 56.1%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011)
Individuals who were injured that required hospitalization (Rate/100 000 population)	(2009-2010) 587	784 - 406	C	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Hospitalized hip fracture event rate (Age-standardized acute care hospitalization rate for fracture of the hip, per 100,000 population.)	(2009-2010) 442	581-404	A	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Community error / harm rate (excluding hospital stay) (percentage)	(2011) 3.4%	6.7% - 1.2%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011)
Health care sector - ACUTE CARE:				
The care provided in a hospital or a psychiatric facility.				
Hospital Standardized Mortality Ratio (HSMR)*	(2008-2009) 84	117- 62	B	Canadian Institute for Health Information – 2009 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
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.				
Intentional self-harm (suicide) age-standardized mortality rate (rate per 100,000)	(2008) 13.2	13.7 – 7.3	F	Statistics Canada, Table 102-0552 http://www.statcan.gc.ca
Overall Performance Index			B	

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).