

2011 - 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.

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 selected diagnostic tests: Magnetic Resonance Imaging (MRI), CAT (CT) scan, angiography (within 1 month) (percentage)*	(2009) 70.5%	47.8% - 70.5%	A+	Statistics Canada, <i>Table 105-3004</i> http://www.statcan.gc.ca
Residents over 75 years of age that have access to long-term care beds (percentage)*	(2010-2011) 8.7%	To be determined	To be determined	NB Department of Social Development 2010-2011 in combination with Statistics Canada – <i>Online catalogue 92-591-XWE</i> http://www.statcan.gc.ca
Wait time for specialist visits for a new illness or condition (within 1 month) (percentage)*	(2009) 44.3%	36.0% - 55.6%	C	Statistics Canada, <i>Table 105-3002</i> http://www.statcan.gc.ca
Experience difficulties getting specialist care (Percentage with fair or poor access) (percentage)	(2010) 38.6	31.3% - 43.3%	B	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Median number of day to long term Care Home placement (days)	(2010-2011) 125 days	To be determined	To be determined	NB Department of Social Development 2010-2011
Extra-Mural Program – Clients served per 1000	(2010-2011) 51.3	To be determined	To be determined	New Brunswick Department of Health, Extra-Mural Program
Extra-Mural Program – % Referred from community (percentage)	(2010-2011) 68.0%	To be determined	To be determined	New Brunswick Department of Health, Extra-Mural Program
Extra-Mural Program – % Referred from hospital (percentage)	(2010-2011) 32.0%	To be determined	To be determined	New Brunswick Department of Health, Extra-Mural Program
Proportion of mental health clients that had a screening assessment within 48 hours (percentage)	(2010-2011) 37.0%	67.0% - 11.0%	--	New Brunswick Department of Health, Mental Health (range used is New Brunswick Health Zones)
Percentage of service delivery done within 30 days (from referral to first first visit) for child and youth mental illness (percentage)	(2010-2011) 44.8%	16.4% - 69.4%	--	New Brunswick Department of Health, Mental Health (range used is New Brunswick Health Zones)

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
Patients with repeat hospitalizations for mental illness (Risk adjusted percentage)	(2008-2009) 11.9%	13.8% - 9.9%	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
EMR SCORE (Electronic Medical Record Adoption Model score 0 to 7)	(2 nd quarter 2011) 3.048	0.322 - 3.048	A+	HIMSS Analytics™ LLC http://www.himssanalytics.org/
Self-Injury Hospitalization (aged-standardized rate per 100,000)	(2009-2010) 81	81 - 58	F	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Pain of discomfort that prevents activities (percentage)	(2009-2010) 14.3%	15.1% - 10.4%	E	Statistics Canada, <i>Table 105-0502</i> http://www.statcan.gc.ca

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
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-external/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-external/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

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
Indicators not available at the moment			

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
Intentional self-harm (suicide) age-standardized mortality rate (rate per 100,000)	(2008) 13.2	13.7 – 7.3	F	Statistics Canada, <i>Table 102-0552</i> 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).