



**The Ottawa
Hospital** | **L'Hôpital
d'Ottawa**



**Quality Indicator Report
For period ending March 31, 2009**

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Patient Satisfaction (Admitted Patients)

What does this indicator measure?

This indicator measures the level of satisfaction of admitted patients with respect to all aspects of their hospital stay. The results are based on a province-wide survey of patient satisfaction that includes a comprehensive questionnaire distributed to a random sample of patients each month.

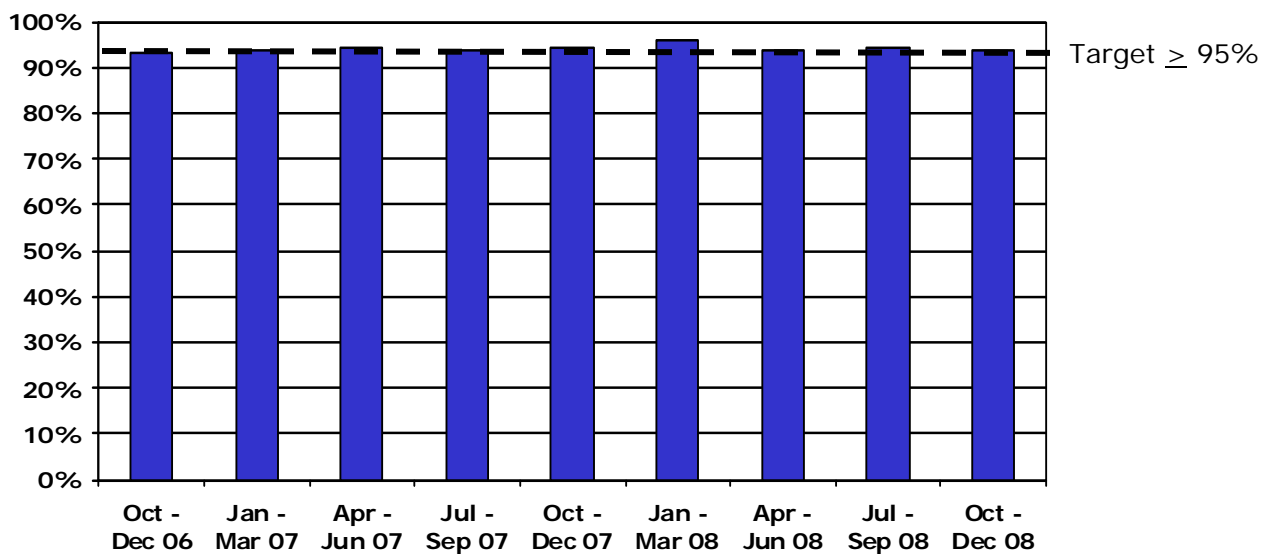
What does the graph say?

Patient satisfaction levels at The Ottawa Hospital are slightly above the average level for teaching hospitals in Ontario.

Dr. Kitts Comments...

“Until recently, patients at The Ottawa Hospital were less satisfied with their care than patients at other similar large hospitals in Ontario. This was very disappointing not only for me but for all of the members of the health care team at the hospital who work so hard to provide good care. This spurred us into action and over the last year we’ve made a number of changes. These include keeping the hospital cleaner, giving patients more support to manage pain, encouraging all of our staff to be more courteous with patients and with each other, and improving how we communicate with our patients about the care they receive. Although we’ve made great progress, we will continue to listen to our patients and to do more to make their stay at The Ottawa Hospital as comforting and healing as possible.”

Patient Satisfaction – Admitted Patients



Patient Satisfaction (Emergency Room Patients)

What does this indicator measure?

This indicator measures the level of satisfaction of patients treated in the Emergency Room with respect to all aspects of the care they received. The results are based on a province-wide survey of patient satisfaction that includes a comprehensive questionnaire distributed to a random sample of patients each month.

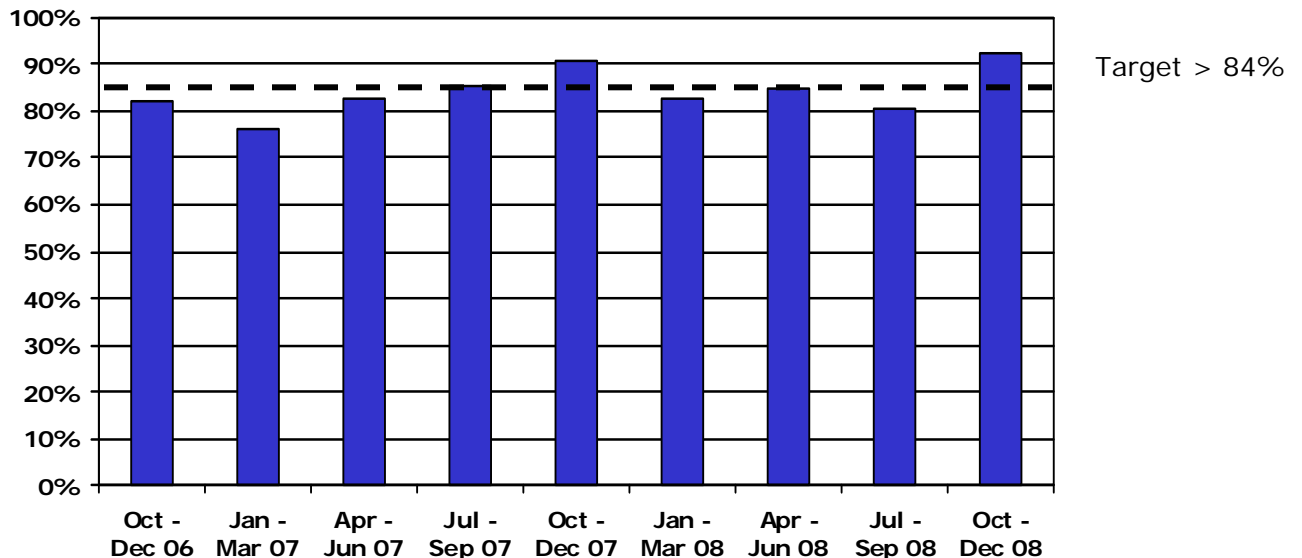
What does the graph say?

Patient satisfaction levels in the Emergency Department at The Ottawa Hospital are higher than the average level for teaching hospitals in Ontario.

Dr. Kitts comments...

"I am pleased to see an increase in the level of satisfaction for patients in the Emergency Room. What our patients experience in the Emergency Room is very important to me. Patients are often very afraid and anxious. We need to do everything we can to comfort them and get them on the road to healing as quickly as possible. Staff in the Emergency Room has been listening to patients and doing what they can to make sure we care for our patients' needs. We've tried our best to shorten waiting times and to improve how we communicate with patients about their care and we have improved the cleanliness of the Emergency Room."

Patient Satisfaction – Emergency Room Patients



Occupancy Rate

What does the 'Occupancy Rate' indicator measure?

This indicator measures the average percentage of hospital beds occupied at The Ottawa Hospital from Monday to Friday.

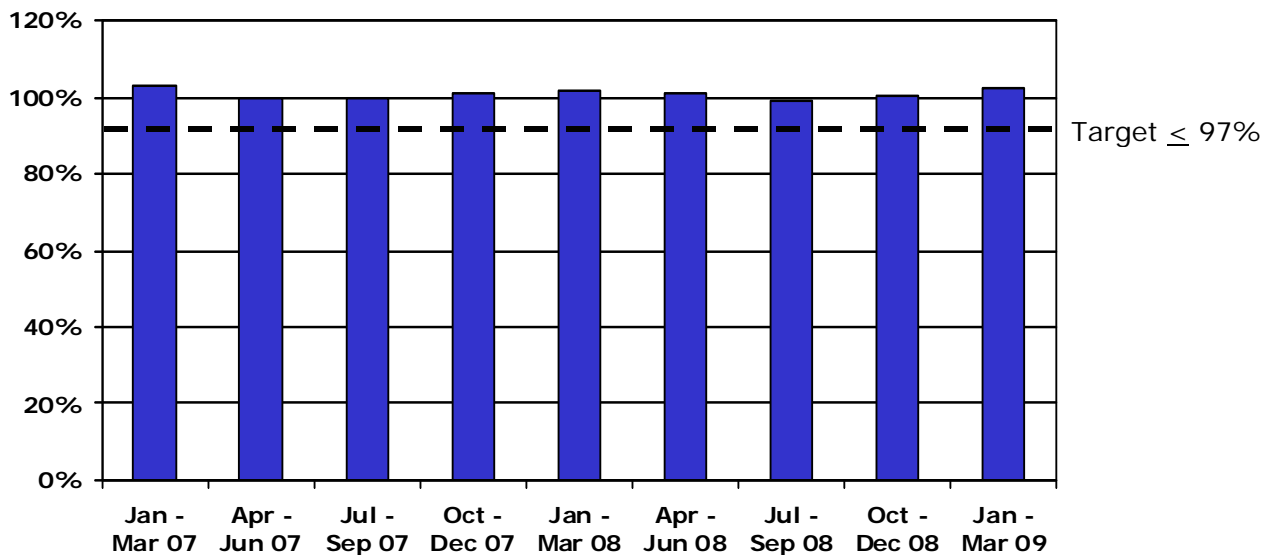
What does the graph say?

The Ottawa Hospital's occupancy levels are above the accepted target of 97%.

Dr. Kitts comments...

"High occupancy rates mean that we have very little flexibility to accommodate patients who come to the hospital through our Emergency Rooms. This can cause long waits for care and significant delays before a patient is moved from the Emergency Room to a patient care ward. To try to reduce our occupancy rate, we sometimes have to cancel elective (non-urgent) surgery appointments. This is very unfortunate for patients in the community waiting for needed care. The expansion of hospitals in the region - including The Ottawa Hospital - should help reduce our occupancy rate to a more manageable level."

Occupancy Rate



Cancelled Surgeries

What does this indicator measure?

As a way of monitoring how we respond to the health care needs of our community we track the number of times an elective, or non-urgent, surgery is cancelled because there is no hospital bed available to accommodate the patient after surgery. This includes regular hospital beds as well as beds in our intensive care units.

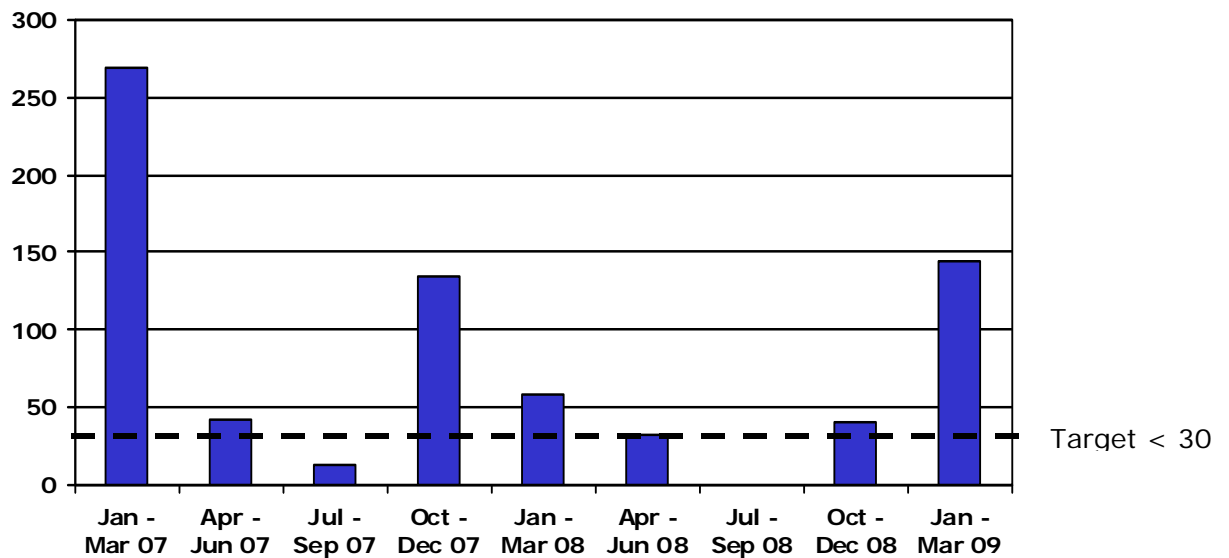
What does the graph say?

The number of cancelled surgeries due to the lack of an available bed increased between January and March 2009.

Dr. Kitts comments...

“All of our patients come to us because they need our services. Having to cancel a patient’s surgery is a very difficult decision to make knowing how long some patients have waited for their appointments. We do everything possible to avoid this decision and we recently opened six additional intensive care unit beds to help provide more beds and prevent surgery cancellations. Soon, we will be expanding again and this will lower our occupancy rate and ensure that we cancel as few surgeries as possible.”

Cancelled Surgeries



Waiting Time for CT Scan (non-urgent)

It is important to note that:

- Priority 1 CT - All Emergency CTs are performed within 24 hours of request
- Priority 2 CT – All urgent CTs are performed within 48 hours of request
- Priority 3 CT – Target for semi-urgent CTs is within 10 days of the request
- Priority 4 CT – Target for elective CTs is within 28 days of the request

What does this indicator measure?

This indicator monitors median waiting times for routine, non-urgent computed tomography (CT) scans as a way of tracking how well the hospital can respond to the community need for this service.

What does the graph say?

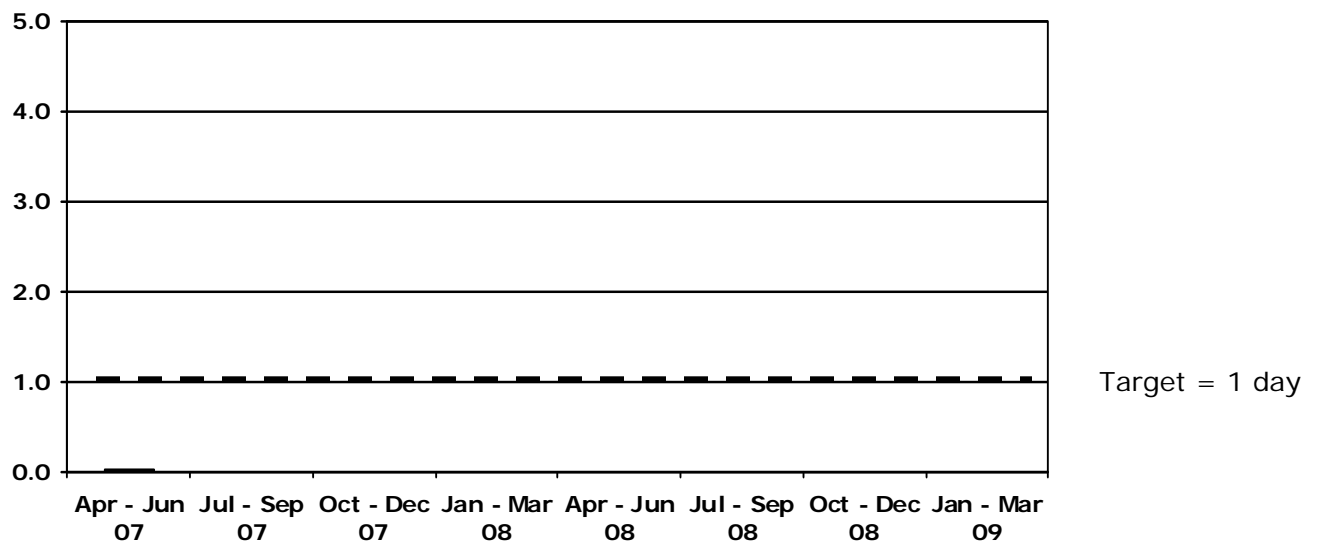
Median waiting times for non-urgent CT scans are above the acceptable standard of 28 days.

Dr. Kitts comments...

“The Ottawa Hospital operates five CT scanners an average of sixteen hours per day, seven days per week. We are doing everything we can to run our CT scanners as much as possible within the funding and staffing that is available. Although waiting times have improved, more can be done to make access to this service quicker and easier for patients who need it. With that in mind, we are working with the provincial government to investigate the possibility of have more CT scanners in this region.”

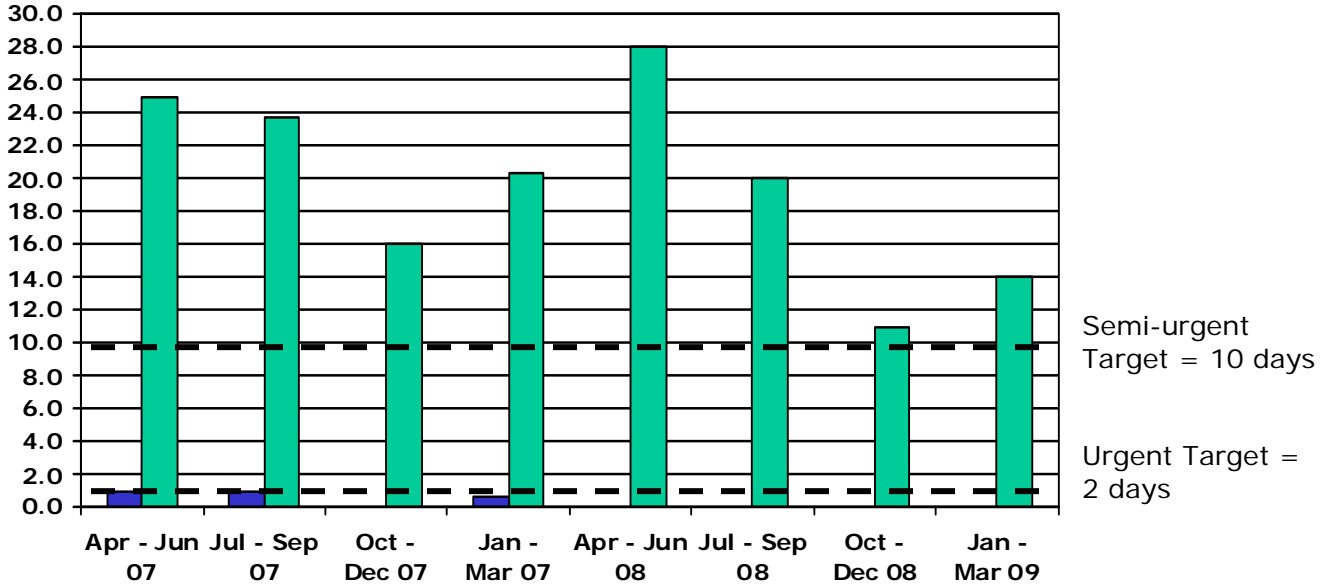
Priority 1 CT Wait Time*

* All Emergency CTs are performed within 24 hours of request



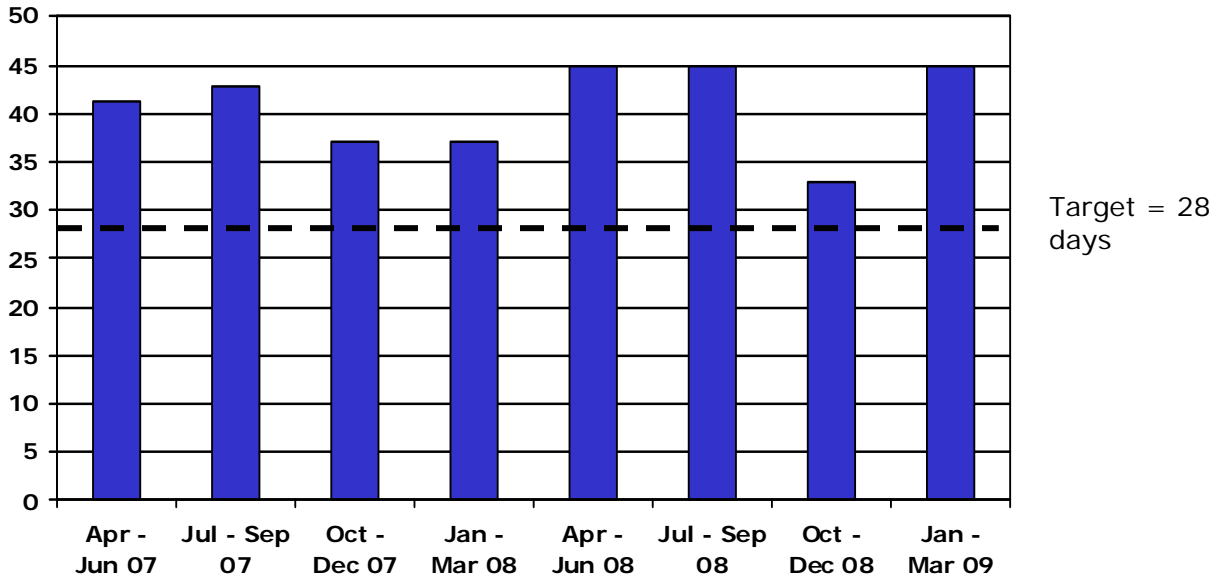
Priority 2 & 3 CT Wait Time*

* All Urgent & Semi-urgent CTs are performed within 48 hours and 10 days respectively of request



Priority 4 CT Wait Time*

* All Elective CTs are performed within 28 days of request



Waiting Time for Elective MRI Exams (non-urgent)

It is important to note that:

- Priority 1 MRI – All emergency MRIs are performed within 24 hours of request
- Priority 2 MRI – All urgent MRIs are performed within 48 hours of request
- Priority 3 MRI – Target for semi-urgent MRIs is 10 days
- Priority 4 MRI – Target for elective MRIs is 28 days

What does this indicator measure?

This indicator monitors median waiting times for routine, non-urgent exams on the hospital's two Magnetic Resonance Imaging (MRI) machines as a way of tracking how well the hospital can respond to the community need for this service.

What does the graph say?

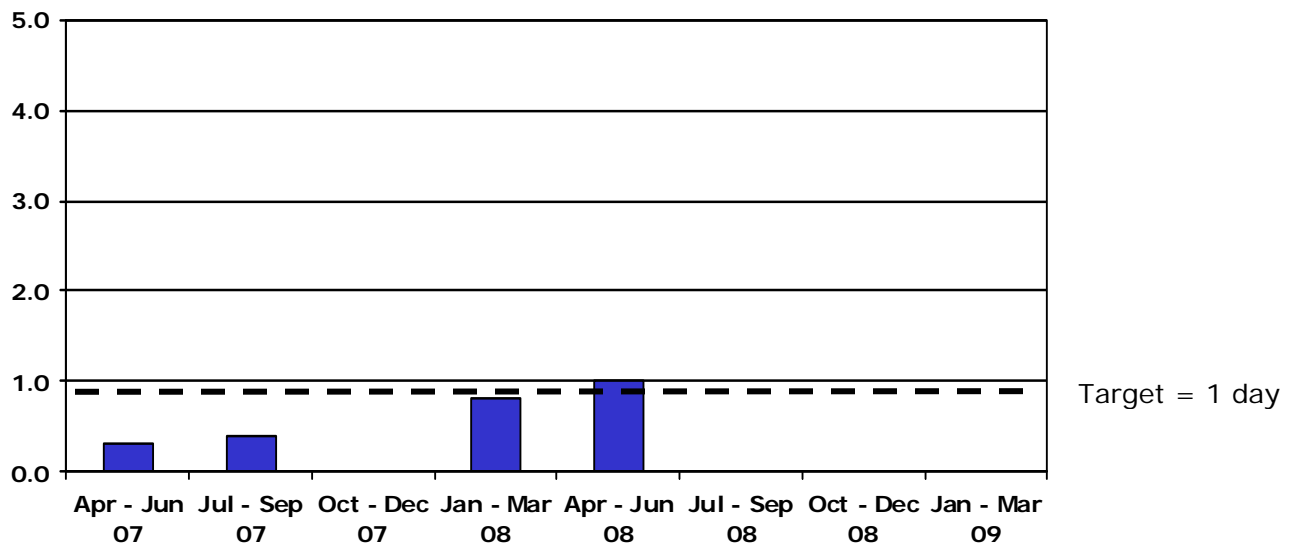
Median waiting times for routine, non-urgent, MRI exams have decreased since the last reporting period.

Dr. Kitts comments...

"The hospital has a large number of elective patients waiting, with a limited number of daily spots open to accommodate them due to emergent/urgent cases taking priority. Additional hours and staff have alleviated some elective pressure; however, additional MRI units are necessary to further reduce elective wait time. I am extremely proud of the efforts our team has made and we will continue to work with our partners in Eastern Ontario to maximize the use of the machines we have while working with the government to increase the number of MRIs in our region."

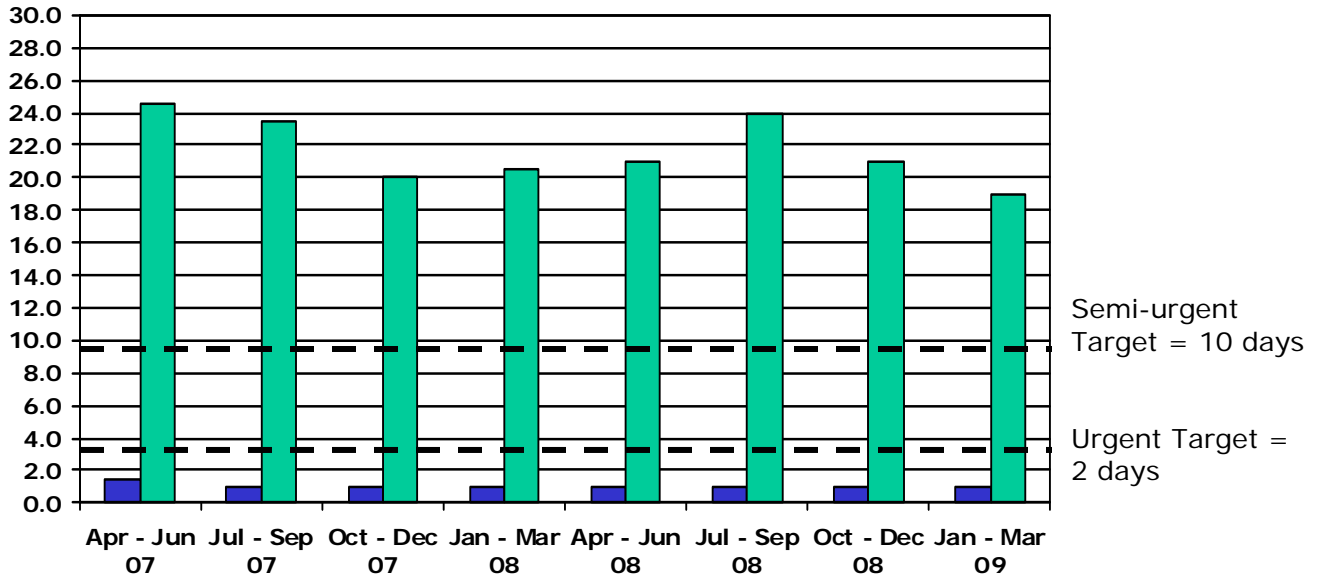
Priority 1 MRI Wait Time*

* All Emergency MRIs are performed within 24 hours of request



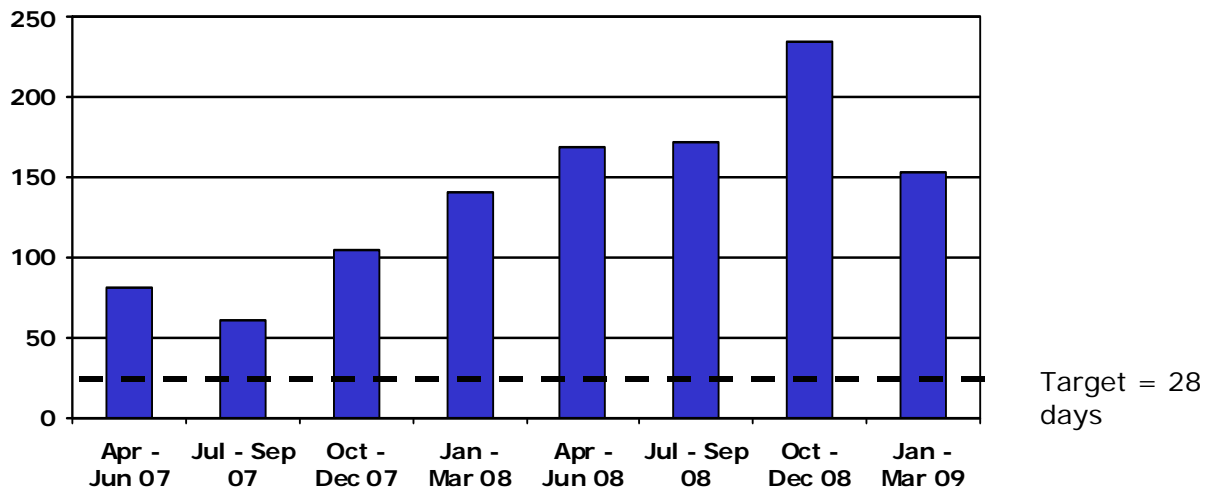
Priority 2 & 3 MRI Wait Time*

* All Urgent & Semi-urgent MRIs are performed within 48 hours and 10 days respectively of request



Priority 4 MRI Wait Time*

*All Elective MRIs are performed within 28 days of request



People Waiting for Placement (Alternate Care)

What does this indicator measure?

Patients waiting in the hospital to be transferred to long-term care homes or other supportive care facilities are designated as 'alternative level of care' (ALC). The hospital has only a limited number of beds to support these types of patients. A high number of ALC days indicate that there are delays and other problems for patients to access appropriate levels of care. This may, in turn, impact the availability of hospital beds and cause delays in our Emergency Rooms or lead to cancelled surgeries.

What does the graph say?

The number of patients waiting at the hospital to be transferred to a long-term care facility has increased. The percentage of all beds at the hospital that are occupied by patients waiting to be transferred is higher than the acceptable range.

Dr. Kitts comments...

"We continue to work closely with the Community Care Access Centre to ensure that patients move quickly to available long-term care beds in the community."

People Waiting for Placement (i.e. Long-Term Care, Rehabilitation, etc.)

