MOUNT SINAI HOSPITAL
Bright Minds. Big Hearts. The Best Medicine.

XO OFFICE OF PATIENT
EXPERIENCE
AND OUTCOMES

Access & Efficiency				
1	ED: Admits (All CTAS Levels) LOS 90th %ile in hours1,2,3	Wait in hours for 9 out of 10 patients. Value derived based on the ERNI level 3 data.	" P4R agreement is to maintain or improve.	
2	ED: Non-Admits (CTAS 1,2,3) LOS 90th %ile in hours3	Wait in hours for 9 out of 10 patients. Value derived based on the ERNI level3 data.	"	
3	ED: Non-Admits (CTAS 4,5) LOS 90th %ile in hours3	Wait in hours for 9 out of 10 patients. Value derived based on the ERNI level 3 data.	P4R agreement is to maintain or improve.	Corp TCLHIN
4	Time to Nursing Initial Assessment (NIA) -90th %ile (hrs)	Wait in hours for 9 out of 10 patients.	Maintain last year's target as did not achieve. Which was to improve by 10% on the 10/11 performance.	NA
5	Time to PIA- 90th %ile (hrs)	Wait in hours (from Triage) for 9 out of 10 patients. Value derived based on the ERNI level 3 data.	Maintain Target 11/12 target	Corp TCLHIN
6	Time to IP Bed (from Disposition)- 90%ile (hh:mm)	Wait in hours for 9 out of 10 patients. EAU commenced Feb 27th, 2012. Value derived based on the ERNI level 3 data.	EAU Agreement	Corp TCLHIN
Quality & Safety				
7	MH&A Revisit within 30 Days (to own facility) (%)	ED Mental Health & Addiction (MH&A) cases with a repeat visit within 30 days back to MSH for a MHA condition. Same methodology as used for MH&A Submission with the exception that only MHA readmits are included. Based on NACRS Data.	<11/12	NA
8	Hand Hygiene Compliance(%)1,2,4,5	" FY 12/13: Includes all 4 moments as per Infection Control Dashboard.		
9	Door to arrival time at catheter lab for CODE STEMI patient			
10	Admission via ED with Sepsis as admitting diagnosis (Mortality in sepsis patients)			
Experience				
11	Patient Satisfaction: Overall Quality of ED Care	% positive score from the NRC Picker Patient Satisfaction survey methodology. Must have a minimum of 100 returned surveys in order to process results. Excludes admits, deaths and Mental Health.	≥11/12	"Benchmark is based on the 12 months
12	Left without being seen (LWBS) (%)	Patients who Left against medical advise (LAMA) or LAMA after triage. Does not include LAMA after assessment.	Maintain Target	Corp TCLHIN
Financial Health				
13	Budget Variance	Over/under budget (-ve indicates over budget).	Zero	NA