

Quality Improvement Plans (QIP): Progress on QIP Year One (2011/12)

Template for Reporting

We are pleased to provide the Progress Report on Year 1 QIP. CAMH is committed to ongoing improvements in all dimensions of quality. The first year has been a wonderful learning opportunity and has highlighted the need for having robust indicators, systems for monitoring and benchmarks for comparison of performance. This is particularly true for the mental health and addictions field. We look forward to ongoing development and refinement of shared measures for mental health and addictions care and to report on results.

Priority Indicator (year 1)	Performance as stated in the year 1 QIP	Performance Goal as stated in the year 1 QIP	Progress to date	Comments
Reduce use of mechanical restraints. Prevalence of physical restraint use – percentage of patients whose RAI - MH admission assessment indicates use of physical restraints.	1.93%	2.00%	2.8% (Q2 YTD)	We have not achieved our stated target on this indicator. Our results remain well below other organizations and CAMH remains committed to reducing restraints. Our inability to meet the target is a result of two factors: a) our stated target was based on the latest information we had at the time (Q2 of 10/11 results) and did not reflective of overall trend - thus likely overambitious; and (b) there has been a significant increase in the volume of clients in our emergency department (ED), the highest use of area for physical restraints. The high volumes in limited space have led to a care environment, requiring restraints for short periods of time to ensure client and staff safety. CAMH remains committed to decreasing restraint use and we will be undertaking more focused initiatives in the ED

				as well as continued CAMH wide efforts to reduce the need for restraints, and close monitoring on use as well as time in restraints.
Reduce wait times in the ED. Amount of time in minutes from presenting in the ED to completion of triage.	N/A	30 minutes	9 minutes	CAMH continues to be well below other organizations in ED wait times. Our average wait from presentation to be triaged of 9 minutes (median = 5 mins) has been achieved with enhanced staff education and support in ED.
Improve provider hand hygiene compliance. Percent hand hygiene compliance to be determined.	N/A	1000 audits	1005 audits	CAMH was part of the handy-audit project to improve our methodology for determining compliance with hand hygiene. We have met our target of 1000 audits by March 31, 2012. The overall compliance rate is 85.0%. Although the result is excellent in comparison to other organizations, for next year we want to review our processes to further identify and reduce bias in measurement and improve patient safety.
Reduce medication errors. Percent of clients who have medication reconciliation completed on admission.	N/A	90%	96%	We have instituted a process for ensuring medication reconciliation on admission for 100% of admissions. Our tracking system is not automated at present and thus the data is based on regular audits. With improved tracking we expect to achieve 100%. Audits are also being used to assess quality in the areas of best possible medication history, clarity and completeness of best possible medication history, and review of medication incidents related to medication reconciliation.
Improve patient satisfaction. Percent of patients who answered "yes" to the	76.69%	77.00%	79.27%	CAMH administered its Client Experience Survey for the second time in March 2012. Over 700 responses were collected over a three week period. Plans are in place to review the

<p>following question on discharge: "If you needed treatment again would you choose to come back to this hospital?"</p>				<p>findings and to develop action plans on the basis of actionable results. There is an approximately 3 per cent increase in positive responses between 2010 and 2012 administration of the tool. Enhancing the patient experience continues to be a goal for CAMH and will be addressed through a number of initiatives across the organization.</p>
<p>Improve organizational financial health.</p> <p>Total Margin (consolidated): Percent, by which total corporate (consolidated) revenues exceed or fall short of total corporate (consolidated) expense, excluding the impact of facility amortization in a given year. Q3 2010/11, CHRS</p>	<p>2.41%</p>	<p>0.52%</p>	<p>Expect to be on target</p>	<p>CAMH has a consistent history of balanced budgets Year end data is not yet available, however we expect to be on target.</p>