

Big Dot View Q1 2021-22

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SAFE & WELL CAMH



PATIENT EXPERIENCE



ACCESS & EQUITY



SYSTEM LEADERSHIP



EFFICIENCY & EFFECTIVENESS

BIG DOT INDICATORS

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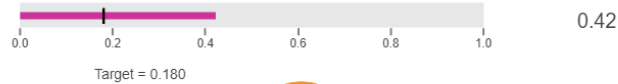
FISCAL PERIOD: 21/22 Q1

SAFE & WELL CAMH

Unexpected Deaths in Hospital

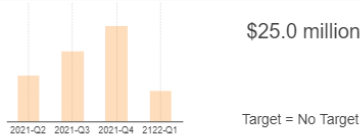


Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)



SYSTEM LEADERSHIP

Total Value of Research Expenditures



PATIENT EXPERIENCE

Percent Positive response to the OPOC question "Staff were sensitive to my cultural needs"

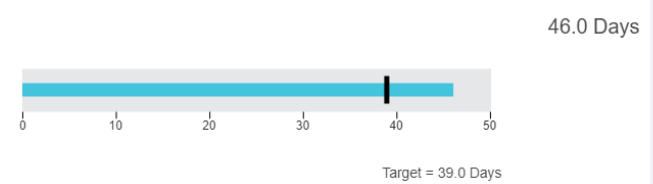


Percent Positive response to the OPOC question "I think the services provided here are of high quality"



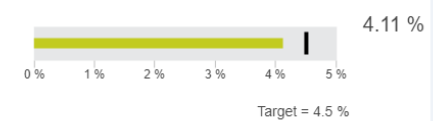
ACCESS & EQUITY

Median Wait Time (Days) from Referral to Consult - All Clinics



EFFICIENCY & EFFECTIVENESS

7-Day Readmission Rate



Big & Small Dot View Q1 21-22

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BIG & SMALL DOT INDICATORS

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FISCAL PERIOD: 21/22 Q1



SAFE & WELL CAMH



PATIENT EXPERIENCE



ACCESS & EQUITY



SYSTEM LEADERSHIP

SAFE & WELL CAMH

Indicator Name	Current Value	Target	Performance
% of Patients with Physical Restraints (Inpatients)	QIP 5.1 %	6.2 %	✓
Percentage of Inpatients with Suicide Risk IPOC Following Suicide Risk Assessment in High	83.9 %	90.3 %	⚠
ULOA Rate of Patient Days for Forensic Clients	0.00	-----	▬
ULOA Rate of Patient Days for Involuntary Clients	0.61	-----	▬
ULOA Rate of Patient Days for Voluntary Clients	0.12	-----	▬
Unexpected Deaths in Hospital	0.00	0.00	✓
Workplace Violence Incidence - Against Patients (# Moderate or Severe Incidents/1000 Patient Days)	0.46	0.68	✓
Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)	0.42	0.18	⚠



ACCESS & EQUITY

% of InPatients with Completed Socio-Demographic Questions	80.8 %	-----	▬
% of Outpatients with Completed Socio-Demographic questions completed	54.8 %	-----	▬
90th Percentile ED LOS for Admitted Patients	QIP 51.10	50.10	✓
EOU ALOS for Admitted Patients	17.50	-----	▬
Median Wait Time (Days) from Referral to Consult - All Clinics	46.00	39.00	⚠
Proportion of Outpatient visits that are virtual (WebEx, OTN)	32.7 %	-----	▬



SYSTEM LEADERSHIP

Indicator Name	Current Value	Target	Performance
Average Number of Citations per Publication	-----	-----	▬
Total Value of New Grants Awarded	M20.7	M64.5	✓



Total Value of Research Expenditures	M25.0	-----	✓
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EFFICIENCY & EFFECTIVENESS

EFFICIENCY & EFFECTIVENESS

Indicator Name	Current Value	Target	Performance
30-Day Readmission Rate	11.9 %	8.9 %	✗
7-Day Readmission Rate	QIP 4.1 %	4.5 %	✓
Percent ALC Days	15.4 %	20.6 %	✓
Self-Care Index Improvement	54.6 %	56.8 %	⚠
Total Margin	2.6 %	-----	▬



PATIENT EXPERIENCE

Annual results will be available in Q4 2020-21

Indicator Name	Current Value	Target	Performance
Percent Positive response to OPOC survey question "Staff were sensitive to my cultural needs (e.g. religion, language, ethnic background, race)"	QIP -----	39.0 %	▬
Percent Positive response to the OPOC survey question "I think the services provided here are of high quality"	QIP -----	-----	▬



Big Dot View Q2 2021-22

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PATIENT EXPERIENCE



ACCESS & EQUITY



SYSTEM LEADERSHIP



EFFICIENCY & EFFECTIVENESS

BIG DOT INDICATORS

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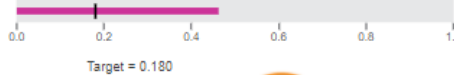
FISCAL PERIOD: 21/22 Q2

SAFE & WELL CAMH

Unexpected Deaths in Hospital

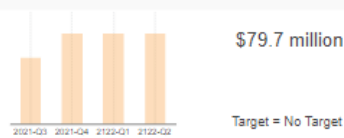


Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)



SYSTEM LEADERSHIP

Total Value of Research Expenditures



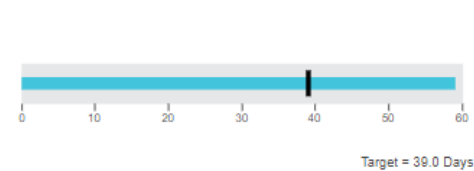
PATIENT EXPERIENCE

Percent Positive response to the OPOC question "Staff were sensitive to my cultural needs"



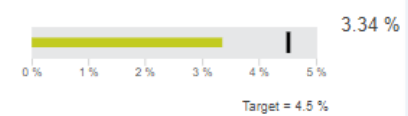
ACCESS & EQUITY

Median Wait Time (Days) from Referral to Consult - All Clinics



EFFICIENCY & EFFECTIVENESS

7-Day Readmission Rate



QIP 21-22 Indicator

QIP 21-22 Indicator

Big & Small Dot View Q2 21-22

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BIG & SMALL DOT INDICATORS

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FISCAL PERIOD: 21/22 Q2

SAFE & WELL CAMH

Indicator Name	Current Value	Target	Performance
% of Patients with Physical Restraints (Inpatients)	4.4 %	6.2 %	
Percentage of Inpatients with Suicide Risk I/POC Following Suicide Risk Assessment in High	72.1 %	90.3 %	
ULOA Rate of Patient Days for Forensic Clients	0.34	—	
ULOA Rate of Patient Days for Involuntary Clients	0.50	—	
ULOA Rate of Patient Days for Voluntary Clients	0.00	—	
Unexpected Deaths in Hospital	1.00	0.00	
Workplace Violence Incidence - Against Patients (# Moderate or Severe Incidents/1000 Patient Days)	0.25	0.05	
Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)	0.48	0.15	

ACCESS & EQUITY

Indicator Name	Current Value	Target	Performance
% of Inpatients with Completed Socio-Demographic Questions	83.1 %	—	
% of Outpatients with Completed Socio-Demographic questions completed	66.1 %	—	
80th Percentile ED LOS for Admitted Patients	45.20	50.10	
EDU ALOS for Admitted Patients	13.90	—	
Median Wait Time (Days) from Referral to Consult - All Clinics	66.00	30.00	

SYSTEM LEADERSHIP

Indicator Name	Current Value	Target	Performance
Average Number of Citations per Publication	—	—	
Total Value of New Grants Awarded	M\$5.8	M\$4.5	
Total Value of Research Expenditures	M\$2.7	—	

EFFICIENCY & EFFECTIVENESS

Indicator Name	Current Value	Target	Performance
30-Day Readmission Rate	9.5 %	8.0 %	
7-Day Readmission Rate	2.3 %	4.5 %	
Percent ALC Days	15.3 %	20.0 %	
Self-Care Index Improvement	50.4 %	58.8 %	
Total Margin	2.4 %	—	

PATIENT EXPERIENCE

Annual results will be available in Q4 2020-21

Indicator Name	Current Value	Target	Performance
Percent Positive response to OPIC survey question "I feel more satisfied in my cultural needs (e.g. language, ethnic background, race)"	—	39.0 %	
Percent Positive response to the OPOC survey question "I think the services provided here are of high quality"	—	32.5 %	

Big Dot View Q3 2021-22

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PATIENT EXPERIENCE



ACCESS & EQUITY



SYSTEM LEADERSHIP



EFFICIENCY & EFFECTIVENESS

BIG DOT INDICATORS

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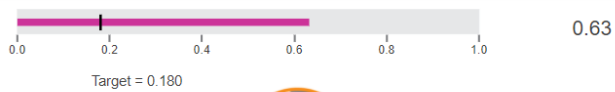
FISCAL PERIOD: 21/22 Q3

SAFE & WELL CAMH

Unexpected Deaths in Hospital

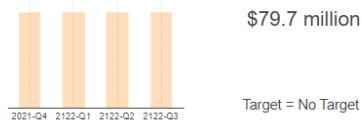


Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)



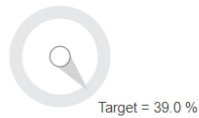
SYSTEM LEADERSHIP

Total Value of Research Expenditures

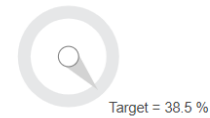


PATIENT EXPERIENCE

Percent Positive response to the OPOC question "Staff were sensitive to my cultural needs"

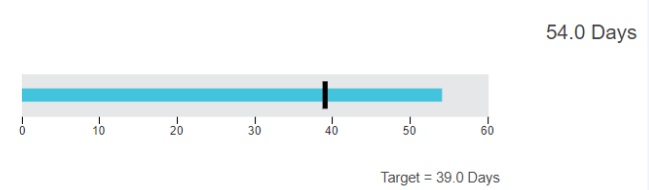


Percent Positive response to the OPOC question "I think the services provided here are of high quality"



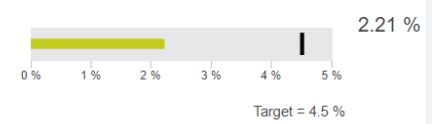
ACCESS & EQUITY

Median Wait Time (Days) from Referral to Consult - All Clinics



EFFICIENCY & EFFECTIVENESS

7-Day Readmission Rate



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BIG & SMALL DOT INDICATORS

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FISCAL PERIOD: 21/22 Q3



SAFE & WELL CAMH



PATIENT EXPERIENCE



ACCESS & EQUITY



SYSTEM LEADERSHIP



EFFICIENCY & EFFECTIVENESS



SAFE & WELL CAMH

Indicator Name	Current Value	Target	Performance
% of Patients with Physical Restraints (Inpatients)	QIP 5.4 %	6.2 %	✓
Percentage of Inpatients with Suicide Risk IPOC Following Suicide Risk Assessment in High	83.8 %	90.3 %	⚠
ULOA Rate of Patient Days for Forensic Clients	0.32	-----	▬
ULOA Rate of Patient Days for Involuntary Clients	0.28	-----	▬
ULOA Rate of Patient Days for Voluntary Clients	0.11	-----	▬
Unexpected Deaths in Hospital	0.00	0.00	✓
Workplace Violence Incidence - Against Patients (# Moderate or Severe Incidents/1000 Patient Days)	0.63	0.68	✓
Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)	0.63	0.18	✗

EFFICIENCY & EFFECTIVENESS

Indicator Name	Current Value	Target	Performance
30-Day Readmission Rate	8.5 %	8.9 %	✓
7-Day Readmission Rate	QIP 2.2 %	4.5 %	✓
Percent ALC Days	17.9 %	20.6 %	✓
Self-Care Index Improvement	55.7 %	56.8 %	⚠
Total Margin	3.9 %	-----	▬



ACCESS & EQUITY

Indicator Name	Current Value	Target	Performance
% of InPatients with Completed Socio-Demographic Questions	78.4 %	-----	▬
% of Outpatients with Completed Socio-Demographic questions completed	53.8 %	-----	▬
90th Percentile ED LOS for Admitted Patients	QIP 47.60	50.10	✓
EOU ALOS for Admitted Patients	12.50	-----	▬
Median Wait Time (Days) from Referral to Consult - All Clinics	54.00	39.00	✗



SYSTEM LEADERSHIP

Indicator Name	Current Value	Target	Performance
Average Number of Citations per Publication	-----	-----	▬
Total Value of New Grants Awarded	M48.9	M64.5	✓
Total Value of Research Expenditures	M79.7	-----	▬



PATIENT EXPERIENCE

Annual results will be available in Q4 2020-21

Indicator Name	Current Value	Target	Performance
Percent Positive response to OPOC survey question "Staff were sensitive to my cultural needs (e.g. religion, language, ethnic background, race)"	QIP -----	39.0 %	▬
Percent Positive response to the OPOC survey question "I think the services provided here are of high quality"	QIP -----	38.5 %	▬

Big Dot View Q4 2021-22

BIG DOT INDICATORS

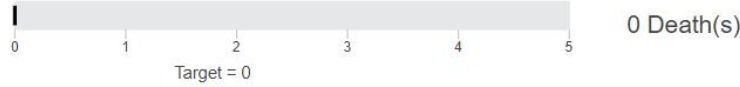
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FISCAL PERIOD: 21/22 Q4

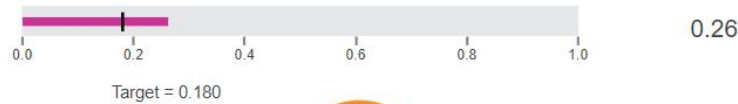
SAFE & WELL CAMH



Unexpected Deaths in Hospital



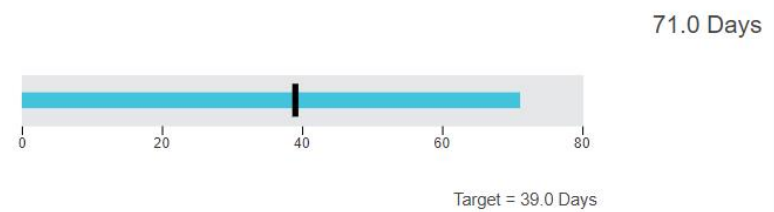
Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)



ACCESS & EQUITY



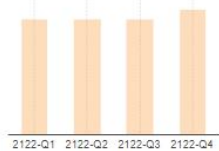
Median Wait Time (Days) from Referral to Consult - All Clinics



SYSTEM LEADERSHIP



Total Value of Research Expenditures



\$86.6 million

Target = No Target

PATIENT EXPERIENCE

QIP 21-22 Indicator

Percent Positive response to the OPOC question "Staff were sensitive to my cultural needs"



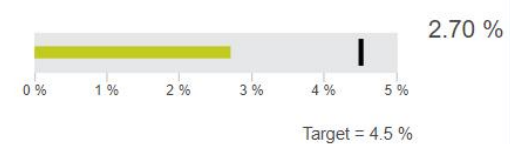
Percent Positive response to the OPOC question "I think the services provided here are of high quality"



EFFICIENCY & EFFECTIVENESS

QIP 21-22 Indicator

7-Day Readmission Rate



Big & Small Dot View Q4 21-22

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FISCAL PERIOD: 21/22 Q4



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PATIENT EXPERIENCE



ACCESS & EQUITY



SYSTEM LEADERSHIP



EFFICIENCY & EFFECTIVENESS

SAFE & WELL CAMH

Indicator Name	Current Value	Target	Performance
% of Patients with Physical Restraints (Inpatients)	5.1 %	6.2 %	
Percentage of Inpatients with Suicide Risk IPOC Following Suicide Risk Assessment in High	88.4 %	90.3 %	
ULOA Rate of Patient Days for Forensic Clients	0.00	-----	
ULOA Rate of Patient Days for Involuntary Clients	0.28	-----	
ULOA Rate of Patient Days for Voluntary Clients	0.11	-----	
Unexpected Deaths in Hospital	0.00	0.00	
Workplace Violence Incidence - Against Patients (# Moderate or Severe Incidents/1000 Patient Days)	0.50	0.68	
Workplace Violence Lost Time Injury Frequency (# WPV incidents/100 FTEs)	0.26	0.18	

EFFICIENCY & EFFECTIVENESS

Indicator Name	Current Value	Target	Performance
30-Day Readmission Rate	9.1 %	8.9 %	
7-Day Readmission Rate	2.7 %	4.5 %	
Percent ALC Days	17.1 %	20.6 %	
Self-Care Index Improvement	51.1 %	56.8 %	
Total Margin	2.1 %	-----	



ACCESS & EQUITY

Indicator Name	Current Value	Target	Performance
% of InPatients with Completed Socio-Demographic Questions	78.8 %	-----	
% of Outpatients with Completed Socio-Demographic questions completed	52.0 %	-----	
90th Percentile ED LOS for Admitted Patients	43.20	50.10	
EOU ALOS for Admitted Patients	11.70	-----	
Median Wait Time (Days) from Referral to Consult - All Clinics	71.00	39.00	

SYSTEM LEADERSHIP

Indicator Name	Current Value	Target	Performance
Average Number of Citations per Publication	13.10	-----	
Total Value of New Grants Awarded	M60.2	M64.5	
Total Value of Research Expenditures	M86.6	-----	

PATIENT EXPERIENCE

Annual results will be available in Q4 2020-21

Indicator Name	Current Value	Target	Performance
Percent Positive response to OPOC survey question "Staff were sensitive to my cultural needs (e.g. religion, language, ethnic background, race)"	42.5 %	39.0 %	
Percent Positive response to the OPOC survey question "I think the services provided here are of high quality"	34.8 %	38.5 %	

