



One Person. One Record. One Plan for *health* and *care*.

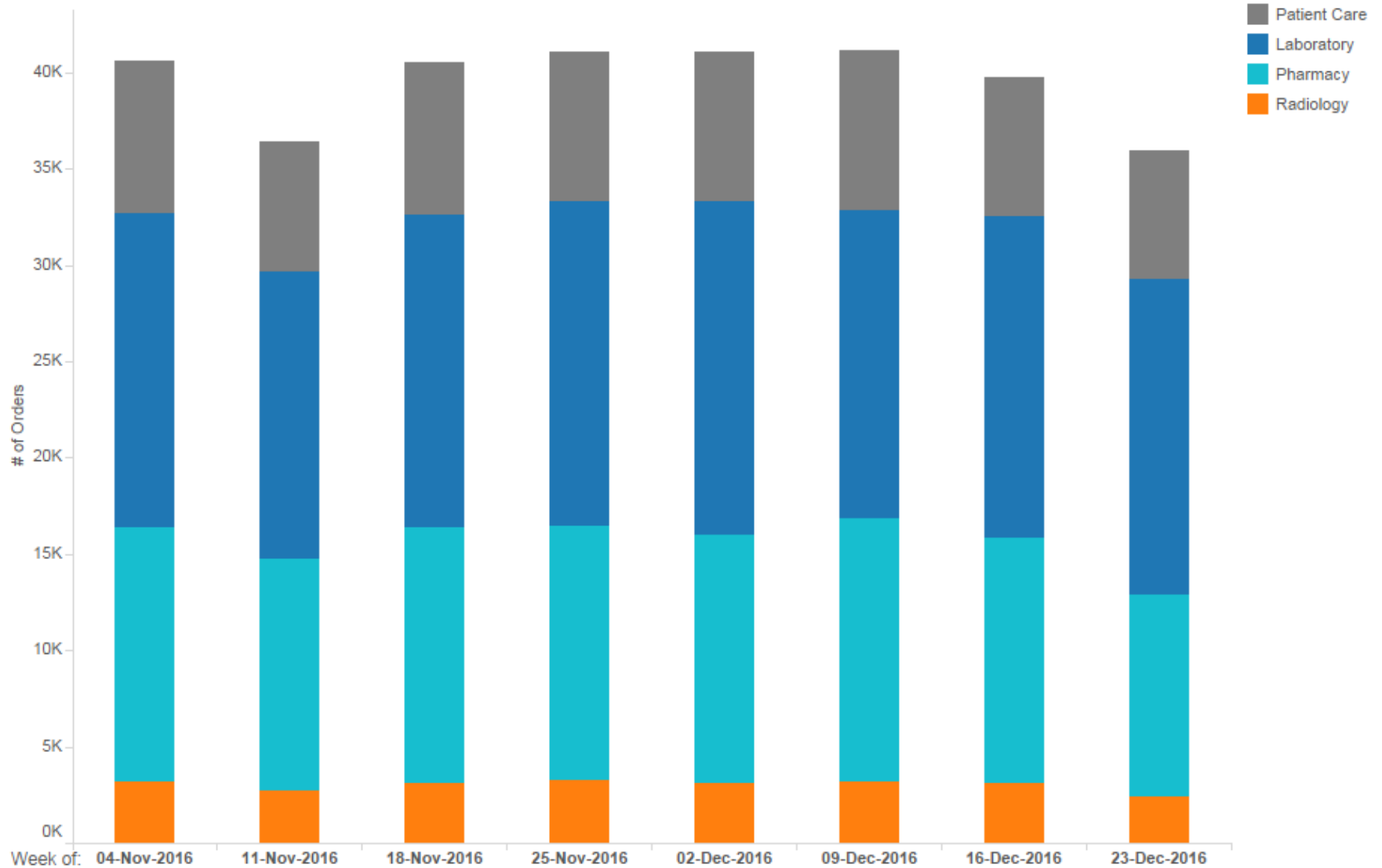
Reporting Packages:

- IHealth Metrics
- Quality Metrics
- Health System Metrics

Reporting Period:
Up to January 31, 2017

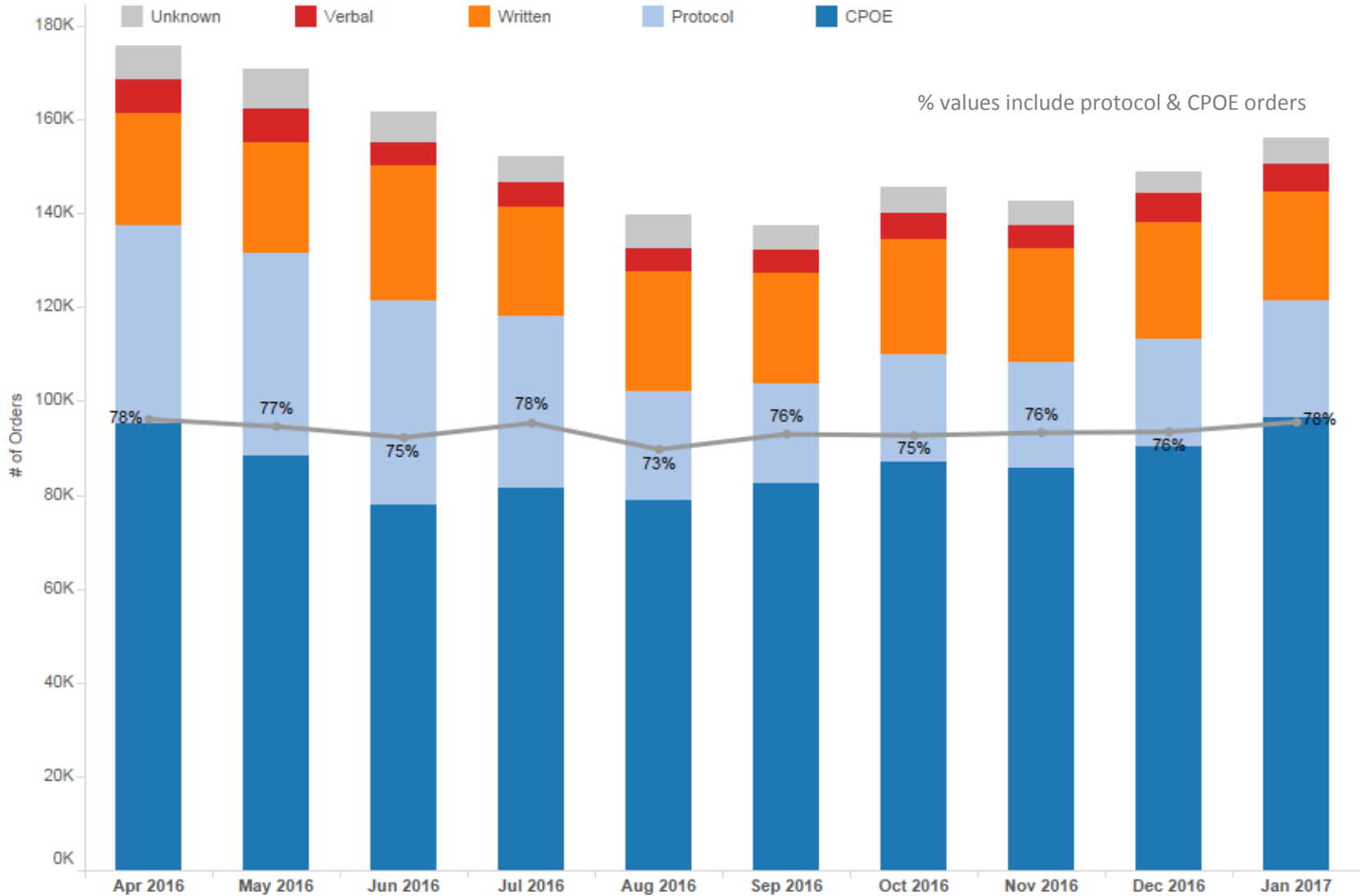
IHealth Metrics

NRGH Orders by Catalogue Type



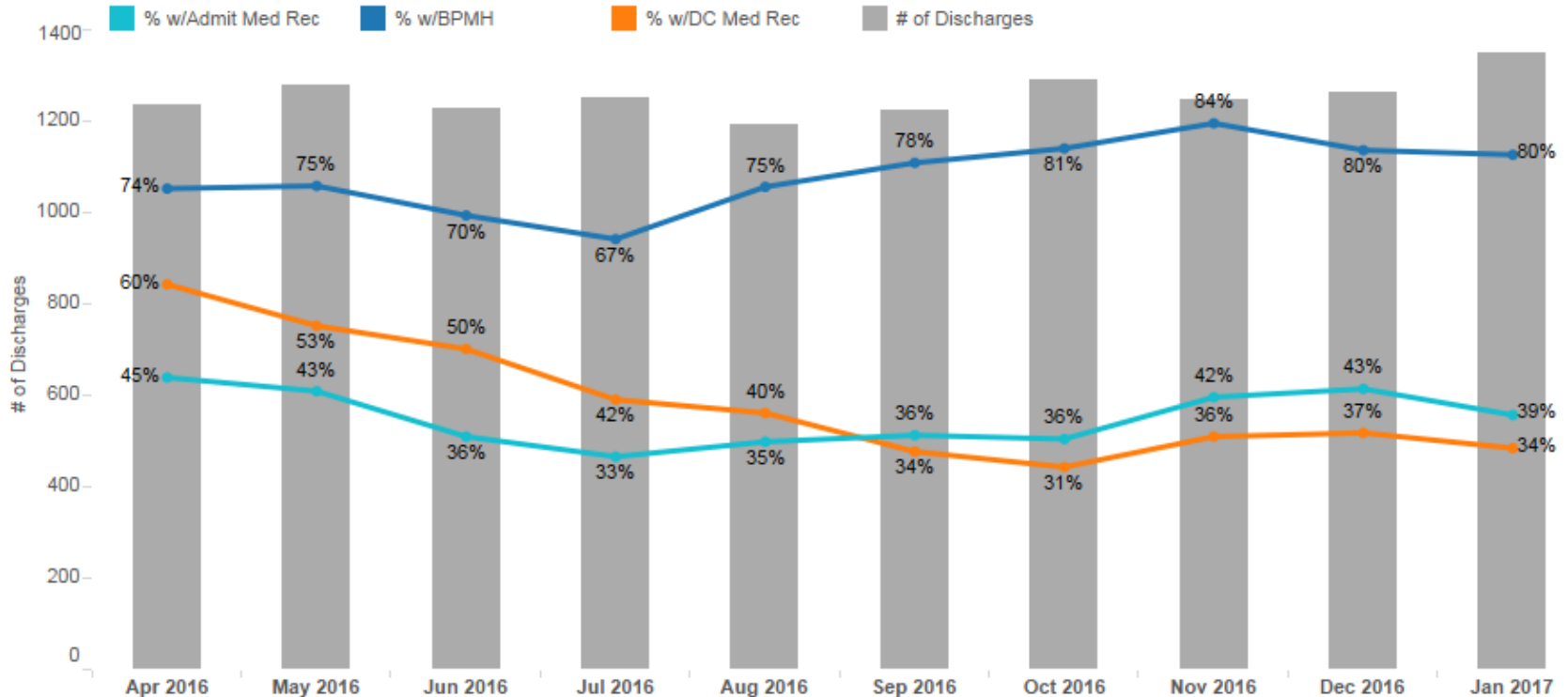
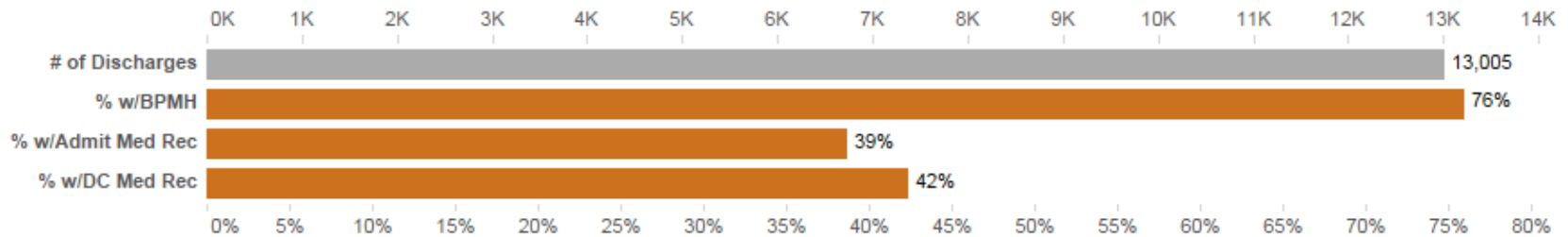
CPOE Adoption

NRGH # of Physician Orders by Communication Type



Best Possible Medication History, Admission and Discharge Medication Reconciliation

Inpatients Only (NRGH & NRGH-MH, exclude ED) - Discharges Since March 19, 2016



CPOE Clicks and Clinical Decision Support

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Clinical Decision Support

Total Medications Scanned	1,821,253* (1,241,886 NRGH)
Drug/patient Mismatch Alerts	2,049* (1,884 NRG)
Sepsis Alerts	4,599 alerts on 2,525 patients (clinical impact to be verified)
Drug/Drug Interaction Alerts	3,323 alerts, 618 resulted in a change in the clinical decision
Drug/Allergy Interaction Alerts	5,555 alerts, 1,414 resulted in a change in the clinical decision

* Includes: Dufferin, NRG-AC, NRG-MH, ED, Dufferin, OHC. All rows include ED.

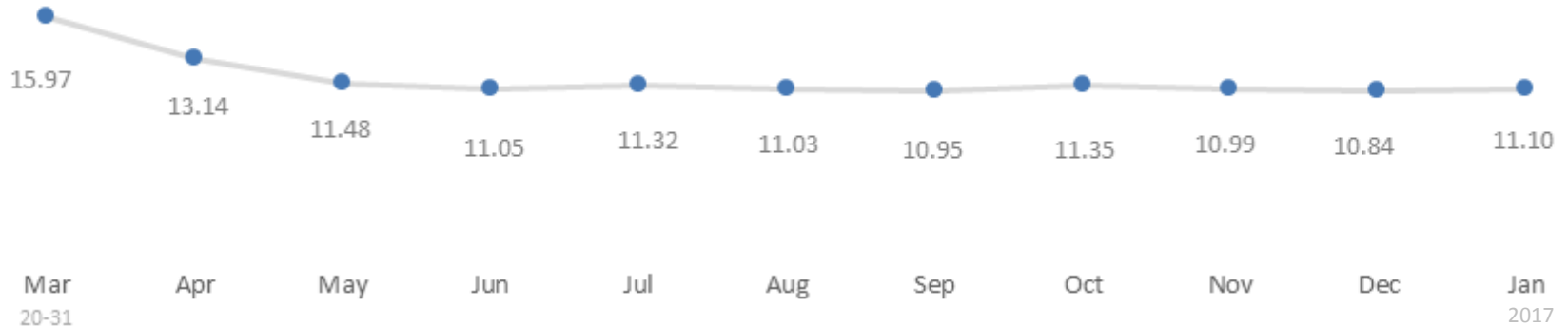
Time in EMR per Patient Seen

NRG Physicians

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Monthly Average

Apr to Jan **15.52%**
Reduction 2.04 minutes



Time in minutes. 11 days removed: 3 outliers (< 6 minutes) and 8 with no data

The amount of active time spent reviewing *PowerChart*, *FirstNet*, and *SurgiNet* while in a patient chart. Calculated as: Total Active Time in EMR divided by Total Number of Unique Patients Seen.

IHealth Metrics – Next Steps

Coming Soon:

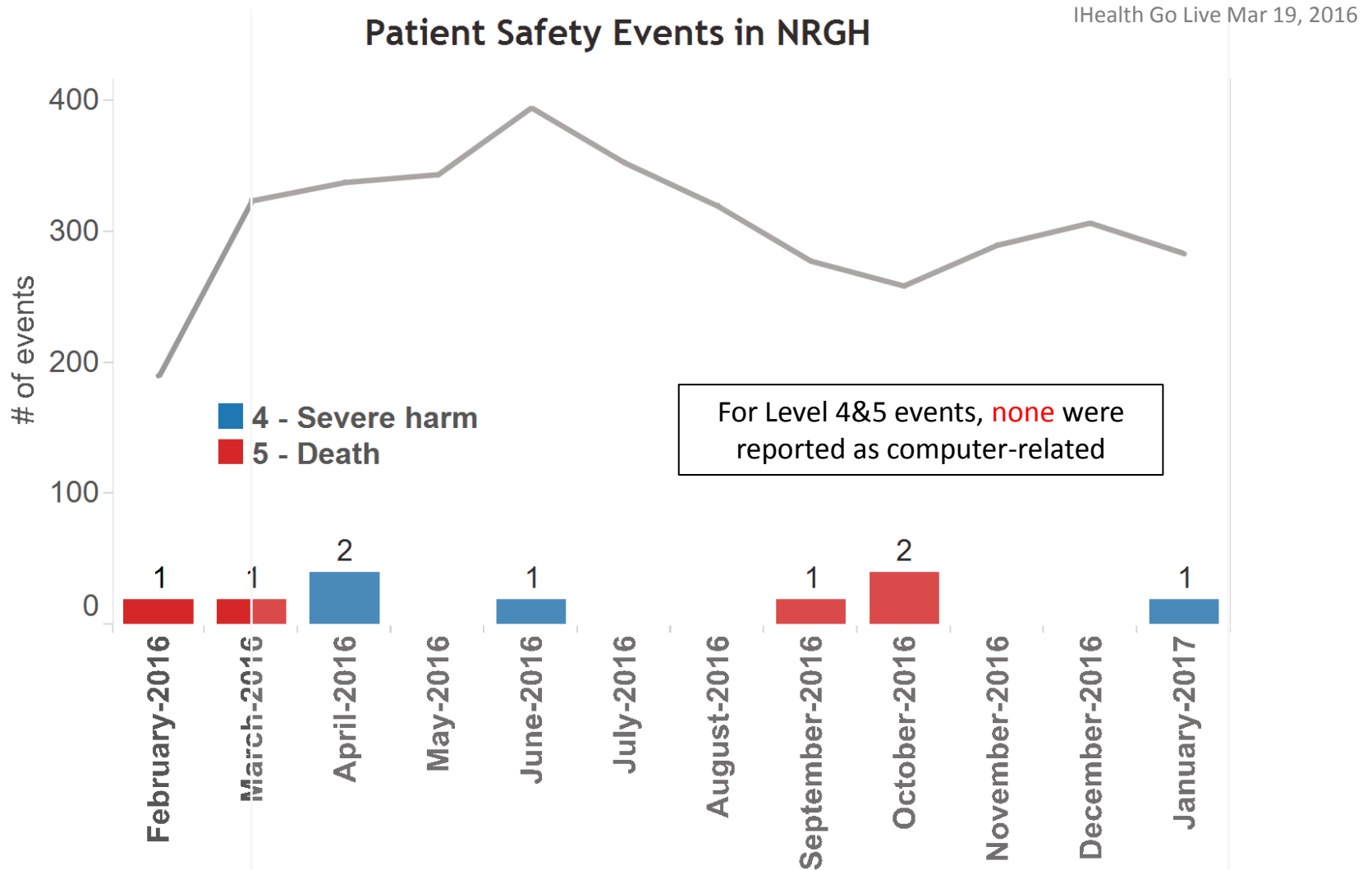
- Refined CPOE metrics based on dialogues with Canadian peer organizations
- Orders placed, by provider position groups
- Top 10 order sets
- Clinical Documentation measurements (admission & discharge)
- EHR Adoption and usability metrics

Available Metrics Used by Nursing, Pharmacy and Allied Health:

- Medication Scanning
- Clinical Documentation: Admission PowerForms (Median Time to Sign Off) and % of Admissions with Measured Weight Documented
- Interdisciplinary Plans of Care

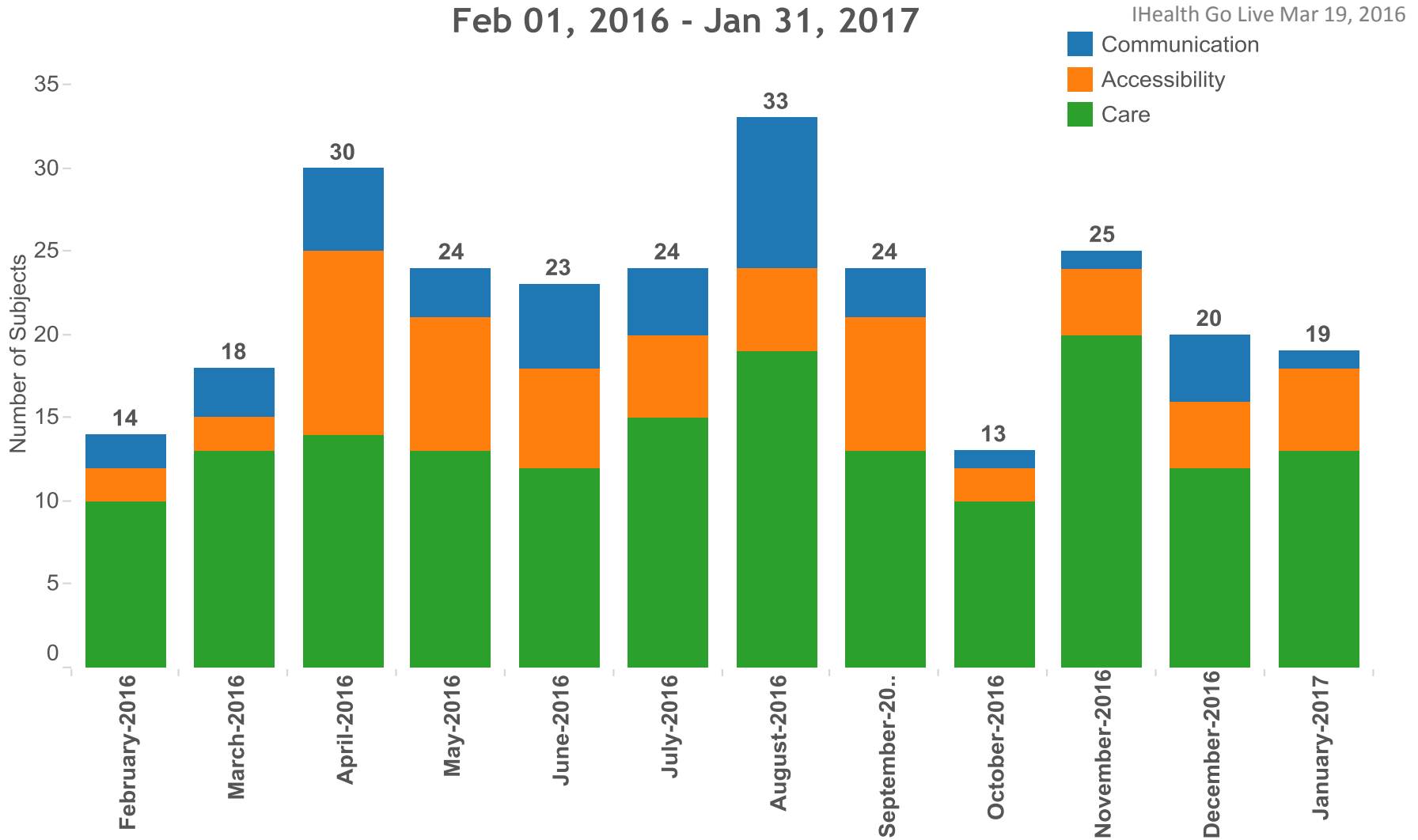
Quality Metrics

PSLS Events by Month



Patient Care Quality Office Complaints (Top 3 Subjects) - NRGH

Feb 01, 2016 - Jan 31, 2017

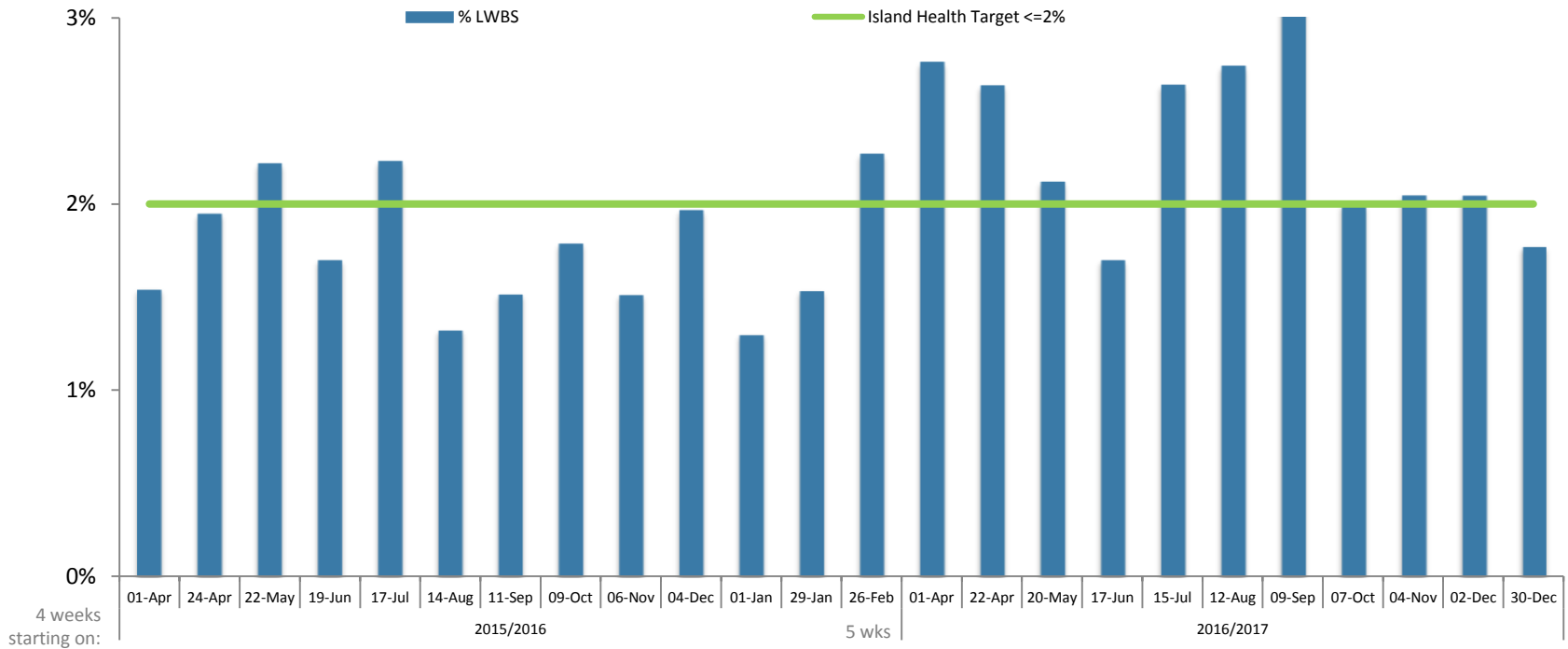


Health System Metrics

NRGH Emergency Department % Left Without Being Seen

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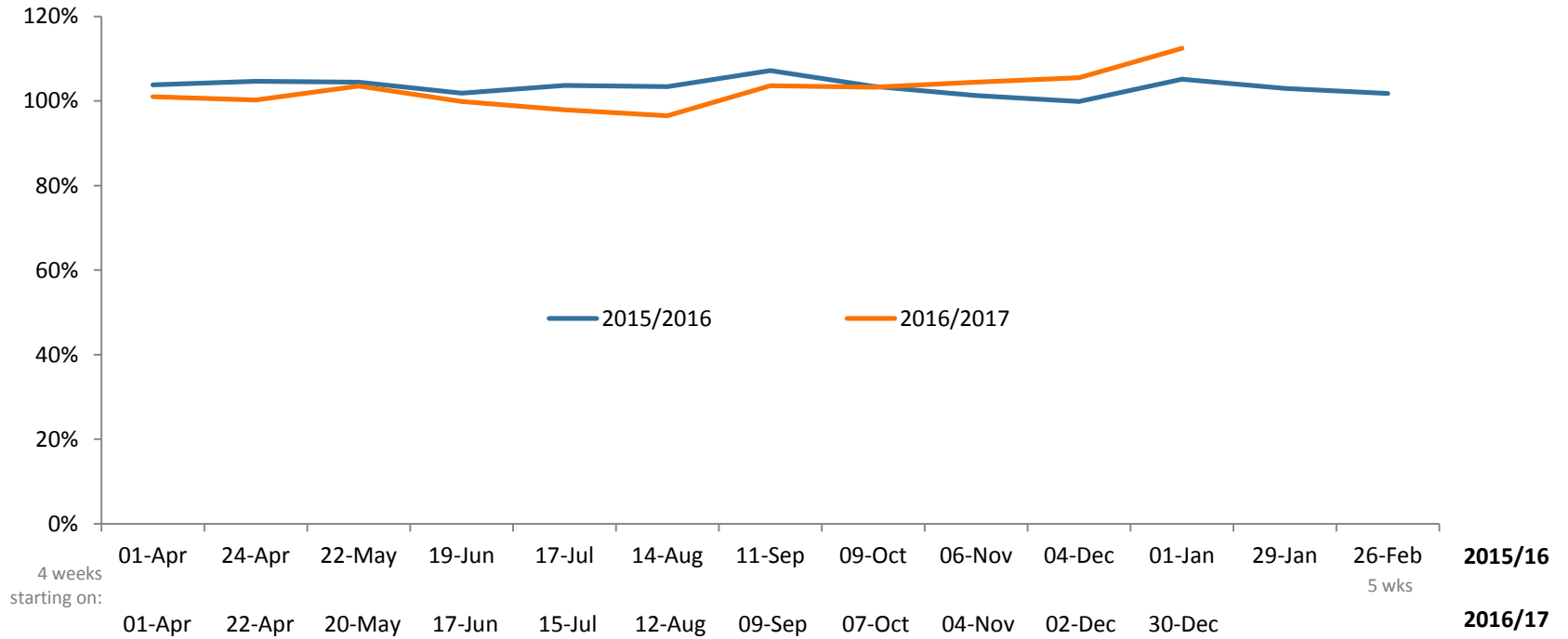
NRGH Emergency Department % Left Without Being Seen



NRGH Acute Care Occupancy

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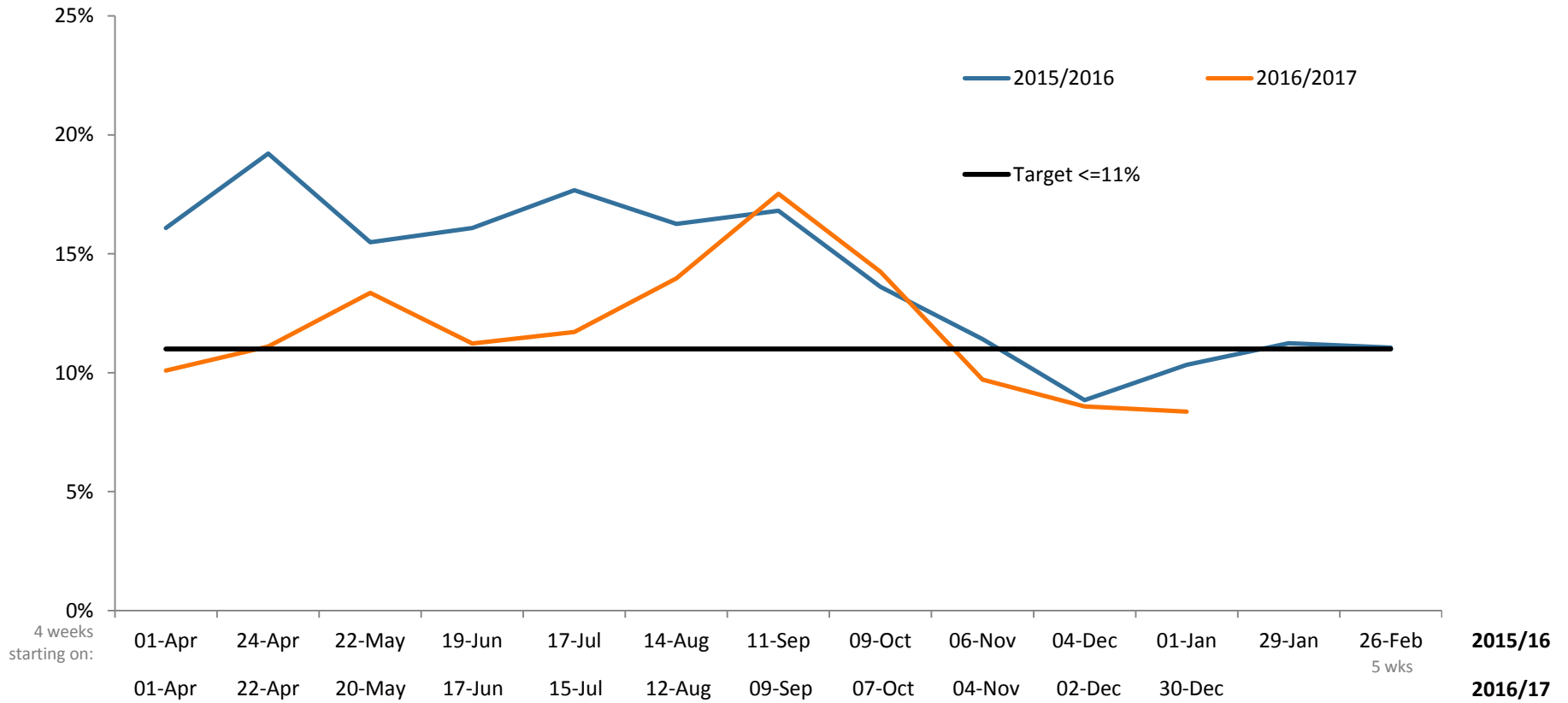
**Acute Care Occupancy Rate Nanaimo Regional General Hospital
- by Fiscal Year and Period**



NRGH Alternate Level of Care (ALC) rate

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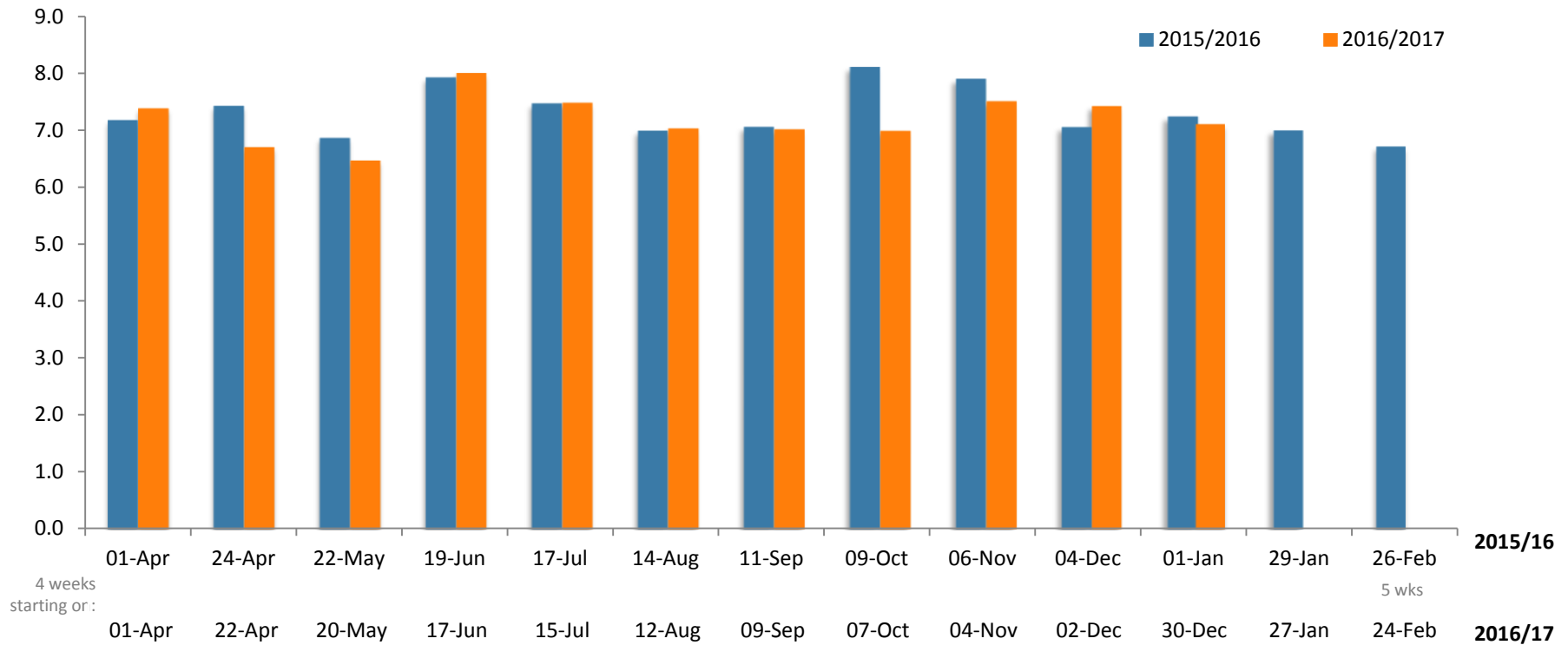
**Alternate Level of Care as a Percent of all Patient Days
Nanaimo Regional General Hospital - by Fiscal Year and Period**



NRGH Average Length of Stay (LOS) in Days

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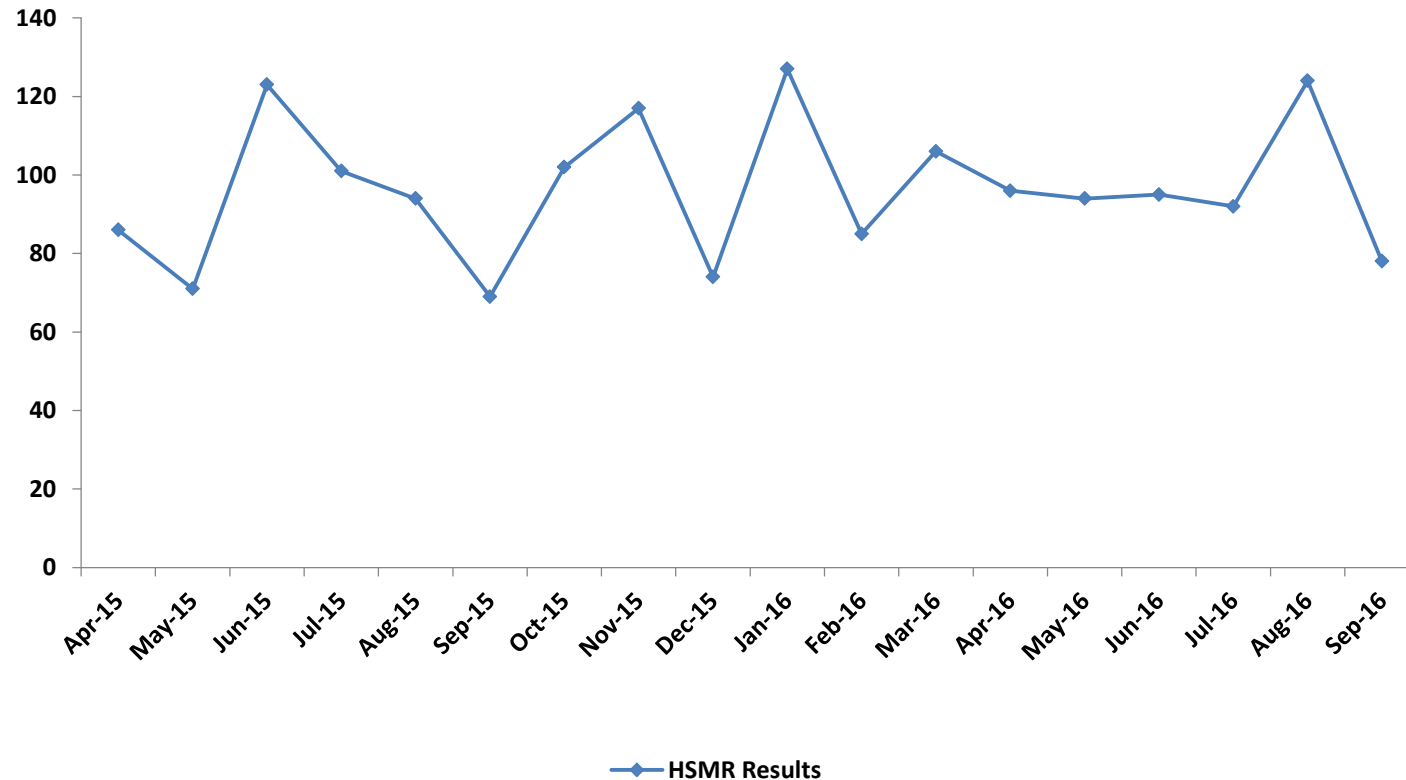
**NRGH Average LOS in Days,
by Fiscal Year and Period**



NRGH Hospital Standardized Mortality Ratio (HSMR)

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NRGH - HSMR Results
Apr 2015 - Sept 9, 2016

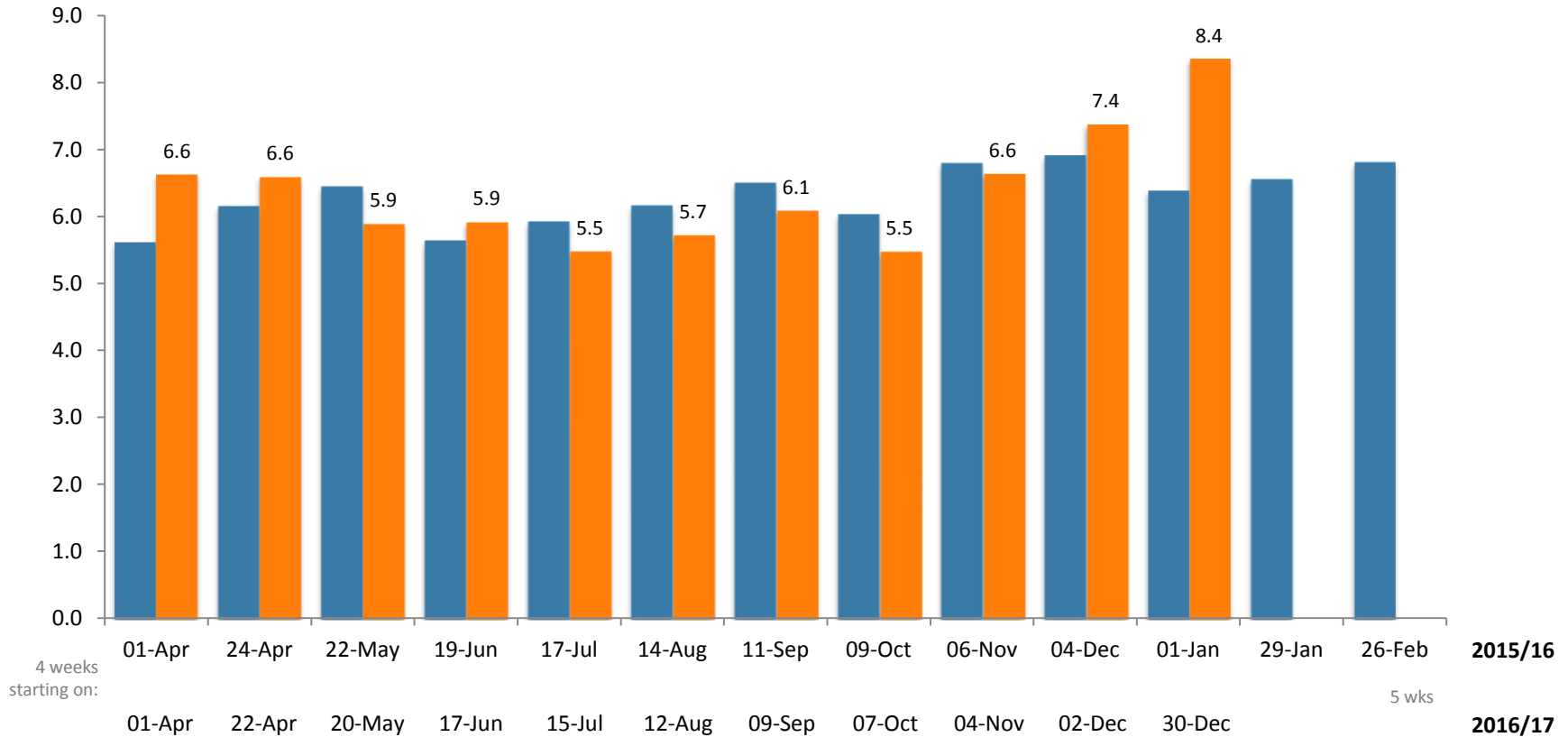


NRGH Sick Time Rate

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**Sick Time Rate
Nanaimo Regional General Hospital
by Fiscal Year and Period**

■ 2015/16 ■ 2016/17



NRGH Over Time Rate

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**Percent of Overtime Worked Hours
Nanaimo Regional General Hospital
by Fiscal Year and Period**

