



Quality Improvement Plan

2017/2018



Quality Improvement Plan

In keeping with the amended Performance Agreement, Ornge prepares an annual Quality Improvement Plan (QIP). The QIP is a framework for monitoring key aspects of Ornge's service delivery, such as patient experience and care, clinical practice, and operational and aviation service delivery.

QIP indicators are chosen each year and reflect organizational priorities, including some identified areas for improvement. Ornge's Strategic Plan (2017-2020) and Quality and Patient Safety Strategic Plan (2018-2021) have guided the selection of QIP priorities. In addition, Ornge's annual patient and health care partner surveys help to inform the QIP.

QIP indicators change from one year to the next, so that the organization's areas of focus remain current. Progress is measured on a quarterly basis.

By monitoring QIP results and other key performance indicators, Ornge maintains a steady watch over organizational quality with an overall goal of improving the effectiveness of our service delivery. Attached is Ornge's 2017/2018 Year End Report.

2017/2018 Quality Improvement Plan – Year End Report

Objective	Measure/ Indicator	Target 2017/18	1 st Q	2 nd Q	3 rd Q	4 th Q	Comments
Quality Element: Patient-Centred Care							
Improve patient satisfaction	% of respondents who selected a positive score in response to the question: “Overall how would you rate the quality of care you received from Ornge?”	≥98% (excellent, very good, good)	99.6% (Jan-Mar 2017)	99.4% (Apr-June 2017)	98.3% (July-Sept 2017)	98.8% (Oct-Dec 2017)	Ornge contracts with National Research Corporation for ongoing patient surveys. Results are reviewed on a quarterly basis. Feedback is considered as part of planning.
Quality Element: Effective Care							
Improve clinical quality	% Documentation of temperature in (i) Stroke patients (ii) Trauma patients (iii) ROSC patients (Return of Spontaneous Circulation after cardiac arrest)	50% (90% in 2 years)	N/A	4%	20.4%	32.3%	Monitoring temperature is part of vital signs monitoring. Monitoring and documenting temperature is important in these 3 clinical areas, as hyper or hypothermia may have a negative clinical effect on the patient condition.
			28.3%	38.1%	50.0%	54.2%	
			31.3%	63.6%	60.0%	86.4%	
Improve clinical quality	% Appropriate analgesia in transport for: (i) Trauma patients (ii) Ventilated adults ≥ 18 years (iii) Ventilated children	(i) 90% (ii) 80% (iii) 80% (90% by 2018/19)	86.9%	82.5%	92.9%	95.8%	Providing appropriate analgesia to patients with pain is important for patient comfort in transport especially in patients suffering trauma or who are intubated. The goal is that patients experience minimal pain during transport.
			79.1%	87.8%	89.4%	84.1%	
			81.9%	81.4%	88%	84.8%	

Objective	Measure/ Indicator	Target 2017/18	1 st Q	2 nd Q	3 rd Q	4 th Q	Comments
Quality Element: Patient and Staff Safety							
Improve dispatch processes	Analysis completed on 100% of under-triage cases	100%	100% 19 cases	100% 26 cases	100% 22 cases	100% 24 cases	Under-triage means that the dispatch priority was lower, and the return priority. Analyzing cases of under-triage is part of Ornge's quality processes.
	Maintain < 5% rate for under-triage	<5% of patients transported	0.12%	0.2%	0.2%	0.04%	
Improve staff safety	Accident frequency rate	<5.60	4.68	2.84	2.71	7.63	Calculated using an accepted formula, allowing for comparison with other employers in the same industry. Numerator: Total number of recordable injuries or illnesses x 200,000, where 200,000 represents the number of hours worked by 100 full-time employees, 40 hours per week for 50 weeks per year. Denominator: Hours worked by all employees during the calendar year.
Quality Element: Timely Care							
Improve dispatch response	% Reduction in urgent fixed wing calls with response >24 hours	10% reduction from 71/year where the delay is internal	31	20 (51 YTD)	21 (72 YTD)	24 (96 YTD)	Urgent requests are frequently impacted by other higher acuity patient requests coming into Ornge. Various mitigations have been introduced, including an escalation procedure and use of Standing Agreement Carriers with appropriate level of care.
Improve base response times	% base response time within threshold						This indicator represents the air bases' ability to respond to calls in less than 15 minutes (25 minutes when fuel is required). Defined as the time period from Accept Trip to Air-Traffic-Control contact.
	(i) Helicopter - Scene	≥ 98%	96%	99%	96%	100%	
	(ii) Helicopter - Interfacility	≥ 88%	90%	90%	89%	88%	
	(iii) Fxed wing	≥ 85%	77%	83%	76%	77%	

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Improve health care partner satisfaction	From annual survey of CACCs, EMS, and hospitals: % Respondents who selected a positive score in response to the question: "Taking into account all the ways you have had contact with Ornge, overall how satisfied are you with those experiences?"	≥85%	83% (annual result)	83% (annual result)	83% (annual result)	83% (annual result)	Through the annual health care partner survey, Ornge receives valuable feedback on our service delivery and system integration. It is important to Ornge that our partners are satisfied with our service. We seek to be a collaborative and effective partner within the broader health care system.
Improve organization's financial health	Operating Surplus/Total Revenues Net Cash flow Surplus/Total Revenue	14.2% Budget (4.1%) Budget	10.5% 16.8%	11.8% (3.0%)	12.0% (10.2%)	13.6% (3.0%)	Financial performance is monitored throughout the year, including performance against budget.