

For Immediate Release
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Carleton Place & District Memorial Hospital Foundation
Carleton Place, ON

Emergency Department ranked as a “high performing” in *Financial Performance & Condition*

The results of the *Hospital Report 2005: Emergency Department Care* have been released and the emergency department of the Carleton Place & District Memorial Hospital (CPDMH) was recognized for its financial performance in terms of human resource productivity indicators. Based on data from 2003/2004, the report also evaluated *System Integration and Change*; *Patient Satisfaction*; and *Clinical Utilization and Outcomes*.

With a score of 93.8 % in total hours worked, 6.9% in management and support hours, 94.6% in nursing hours worked, and a perfect score of 100% in registered nursing staff hours, CPDMH performed better in each of the four indicators used in measuring the *Financial Performance and Condition* than the comparison groups. These comparison groups were the averages of other small hospitals (the hospital's peer group), all hospitals with emergency departments within Ontario and the hospitals in CPDMH's Local Health Integration Network (LHIN).

“From the 92 hospitals that participated in the survey, we are extremely pleased that we were one of the fifteen hospitals recognized as high performers in regard to *Financial Performance and Condition*,” stated Mike Gagne, CEO of CPDMH. “Over the last few years we have been striving to make the most of our resources and we're delighted that our hospital has been noticed for using our resources effectively and efficiently.”

In addition to financial performance, CPDMH also performed well in the area of *System Integration and Change*, which measures the organizations ability to deal with change. In five of the six indicators measured, CPDMH received a higher score than the averages of its peer group and the province. CPDMH also received an outstanding score of 9.9 in the use of standard protocol - the highest score achievable was 10 - but in the use of clinical technology received a score of 1.6. This was lower than the averages of the hospital's peer group, the province and the LHIN. The use of clinical technology measures the emergency department's use and development of electronic tracking systems, electronic records, and performing selected functions online. It should be noted that there was a decrease in the outcome of this indicator throughout all the hospitals in Ontario and within Canada.

The results for *Patient Satisfaction* were also very favourable for CPDMH. Once again the hospital scored higher on all indicators than the comparison averages for small hospitals, the province and the LHIN. CPDMH did however score lower on communication (71.9) than the other indicators measured which included consideration (84.0); responsiveness (81.9); and overall impressions (80.3). The highest score achievable in this sector was 100.

The other area measured by the report was *Clinical Utilization and Outcomes*. This area provides information on the kinds of patients who use the department, the care they received and CPDMH's specific performance across three clinical conditions: asthma, pneumonia, and ankle and foot injuries.

While the hospital received a better score than the averages on its treatment of pneumonia, CPDMH did have a lower score with regard to its treatment of asthma.

“We are very pleased with our report and offer our sincere thanks to the Emergency staff for providing excellent healthcare to the community. However, the report has identified some areas in which we need to improve,” continued Mr. Gagne. “We will be monitoring these areas in the future and we hope our progress will be shown when the next report is released in 2007.”

The *Hospital Report 2005: Emergency Department Care* is an ongoing project to assess hospital performance in Ontario and is a joint initiative of the Ontario Hospital Association and the Ministry of Health and Long-Term Care. Hospital-specific data was presented for 92 of 124 hospitals with emergency departments within the province. Data from all 124 hospitals with emergency departments was used to calculate provincial, LHIN and peer group averages. Released on September 14, 2005, the report shows an overall improvement in emergency care since the last emergency department report in 2003.

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