

# AHS Monitoring Measures

## 2020-21 FQ4

### **Most of the reported case volumes were impacted by COVID-19.**

Please use caution when comparing the results from current quarters during the pandemic with the data from previous years under normal operation. For example, acute care occupancy rates and ED wait times reflected reduced demand and adjusted capacity responding to COVID-19. COVID related volume increases in Health Link and activity decreases in surgical scheduled services were a direct impact of the pandemic and had a significant impact on surgical wait times.

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*Prepared by Data & Analytics*

Monitoring Measures are used internally to help inform some areas of the health system outside the 13 Performance Measures in the 2017-2020 AHS Health Plan and Business Plan.

Most of the reported case volumes continue to be impacted by COVID-19. Please use caution when comparing results from the quarters during the pandemic with data from the previous years under normal operation. For example, acute care occupancy rates and ED wait times reflect reduced demand and adjusted capacity responding to COVID-19. Health Link continues to experience increases in call volumes as they take on COVID-related calls and vaccination bookings. Scheduled surgical activity decreased as a direct impact of the pandemic and had a significant impact on surgical wait times.

## Provincial

	Fiscal Year			Fiscal Quarter				Year to Date			
	2017-18 FY	2018-19 FY	2019-20 FY	2019-20 FQ4	2020-21 FQ1	2020-21 FQ2	2020-21 FQ3	2020-21 FQ4	2019-20 FQ4YTD	2020-21 FQ4YTD	
Immunizat...	Childhood Immunization Rate - DTaP-IPV-Hib	77.7%	77.7%	78.6%	78.9%	78.7%	77.0%	75.1%	74.8%	78.6%	76.4%
	Childhood Immunization Rate – MMR	86.9%	86.5%	87.9%	88.4%	87.6%	87.2%	85.9%	84.6%	87.9%	86.4%
Primary Care	Family Practice Sensitive Conditions (% of ED visits for FPSC)	21.4%	20.5%	20.7%	21.7%	16.2%	17.5%	17.7%	16.2%	20.7%	16.9%
	Health Link Alberta Calls Answered within Two Minutes	72.5%	73.6%	59.5%	44.0%	58.6%	43.0%	47.2%	48.7%	59.5%	49.1%
Continuing Care	Number of People Placed in Continuing Care	7,927	8,098	8,521	2,286	1,595	1,852	1,684	2,296	8,521	7,427
	Persons Waiting in Acute / Subacute Hospital Bed for Placement	676	474	410	410	432	510	507	422	410	422
	Persons Waiting in Community (home) for Placement	1,261	1,034	1,002	1,002	1,059	1,074	1,261	1,005	1,002	1,005
	Client Average Wait in Acute / Subacute Hospital before Placement (days)	51	46	36	34	32	34	43	42	36	38
Cancer Wait Time	Medical Oncology Access (referral to first consult 90th percentile in weeks)	5.6	6.1	7.0	7.0	6.9	5.6	5.1	5.9	7.0	5.9
	Radiation Oncology Access (referral to first consult 90th percentile in weeks)	5.0	6.7	7.0	6.7	6.1	5.0	4.6	6.0	7.0	5.6
	Radiation Therapy Access (ready to treat to first therapy 90th percentile in weeks)	2.7	2.7	2.9	2.7	3.0	2.7	2.7	2.9	2.9	2.9
Acute Care	Acute Care Occupancy (Busiest hospitals)	98.0%	96.2%	95.5%	94.7%	82.6%	91.4%	93.4%	93.5%	95.5%	90.3%
	Hospital Acquired Clostridium difficile Infection Rate (per 10,000 patient days)	3.0	2.5	2.6	2.5	2.3	3.0	2.7	2.4	2.6	2.6
	Hospital Standardized Mortality Ratio (HSMR)	102	97	98	104	101	101	114	108	98	106
	Heart Attack (AMI) in Hospital Mortality within 30 days (risk adjusted)*	5.4%	5.7%	6.5%	7.1%	5.2%	4.3%	5.8%	NA	6.2% (19-20 Q3)	5.1% (20-21 Q3)
	Stroke in Hospital Mortality within 30 days (risk adjusted)*	12.8%	12.4%	12.4%	12.9%	11.8%	11.8%	14.0%	NA	12.2% (19-20 Q3)	12.6% (20-21 Q3)
	Medical Readmissions within 30 days (risk adjusted)*	14.1%	14.4%	14.0%	13.4%	14.4%	14.2%	13.7%	NA	14.2% (19-20 Q3)	14.1% (20-21 Q3)
Emergency Department	ED Length of Stay (LOS) for Admitted Patients (median in hours at Busiest Sites)	10.7	9.9	10.4	10.6	8.2	10.3	10.9	10.5	10.4	9.8
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (All Sites)	43.9%	45.4%	42.9%	42.4%	54.1%	42.4%	40.5%	40.7%	42.9%	44.3%
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (Busiest Sites)	35.5%	37.9%	35.9%	35.6%	48.5%	35.7%	34.0%	34.4%	35.9%	38.0%
	ED Length of Stay (LOS) for Discharged Patients (median in hours at Busiest Sites)	3.4	3.4	3.7	3.7	3.2	3.5	3.5	3.7	3.7	3.5
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (All Sites)	76.0%	74.4%	72.2%	71.4%	75.0%	71.6%	71.5%	69.1%	72.2%	71.8%
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (Busiest Sites)	60.1%	58.7%	55.1%	54.7%	62.8%	56.6%	57.1%	53.8%	55.1%	57.5%
	ED Time to Physician Initial Assessment (median in hours at Busiest Sites)	1.4	1.4	1.6	1.5	0.9	1.3	1.0	1.2	1.6	1.1
	ED Patients Left Without Being Seen and Left Against Medical Advice	4.3%	4.5%	5.1%	5.0%	3.2%	4.7%	3.8%	3.9%	5.1%	4.0%
Surgery	Cataract Surgery Wait Time (median in weeks)	14.9	16.9	18.3	16.3	26.0	26.3	17.3	14.9	18.3	19.0
	Cataract Surgery Wait Time (90th percentile in weeks)	38.6	48.0	49.3	44.8	54.9	57.1	55.4	44.9	49.3	53.0
	Scheduled Coronary Artery Bypass Graft (CABG) Wait Time (median in weeks)	6.6	7.0	7.7	10.5	11.4	15.7	7.6	7.9	7.7	9.3
	Scheduled Coronary Artery Bypass Graft (CABG) Wait Time (90th percentile in weeks)	22.2	19.4	15.2	15.9	21.7	27.1	20.5	17.5	15.2	24.8
	Hip Replacement Surgery Wait Time (median in weeks)	18.1	18.9	19.3	18.6	24.9	27.1	24.6	23.0	19.3	25.1
	Hip Replacement Surgery Wait Time (90th percentile in weeks)	36.7	38.0	39.9	43.1	51.1	55.2	55.9	54.3	39.9	54.6
	Knee Replacement Surgery Wait Time (median in weeks)	20.7	19.1	21.1	20.7	30.2	31.1	28.5	27.9	21.1	29.4
	Knee Replacement Surgery Wait Time (90th percentile in weeks)	40.7	43.7	46.9	50.0	57.7	61.4	63.1	65.1	46.9	63.1
	Postponements of Scheduled Surgeries due to System Capacity	0.5%	0.3%	2.4%	8.9%	23.2%	1.4%	2.1%	2.4%	2.4%	6.5%
Hip Fracture Repair within 48 hours of Admission	92.8%	94.1%	92.4%	94.4%	93.7%	91.3%	92.1%	89.5%	92.4%	91.6%	
Mental Health	Child and Youth Mental Health Wait Times (90th percentile in days)*	53.0	48.0	55.0	57.0	54.0	41.0	50.0	NA	54.0 (19-20 Q3)	48.0 (20-21 Q3)
	Child and Youth Mental Health Wait Times (median in days)*	15.0	14.0	15.0	20.0	11.0	14.0	16.0	NA	14.0 (19-20 Q3)	14.0 (20-21 Q3)

\* Measure reporting lagged by one quarter

1. Most measures are impacted by the COVID-19 pandemic. Please use caution when comparing current quarters with quarters in previous years.

Data as of May 17, 2021

Most of the reported case volumes continue to be impacted by COVID-19. Please use caution when comparing results from the quarters during the pandemic with data from the previous years under normal operation. For example, acute care occupancy rates and ED wait times reflect reduced demand and adjusted capacity responding to COVID-19. Health Link continues to experience increases in call volumes as they take on COVID-related calls and vaccination bookings. Scheduled surgical activity decreased as a direct impact of the pandemic and had a significant impact on surgical wait times.

## Zone 1 South

		Fiscal Year			Fiscal Quarter				Year to Date		
		2017-18 FY	2018-19 FY	2019-20 FY	2019-20 FQ4	2020-21 FQ1	2020-21 FQ2	2020-21 FQ3	2020-21 FQ4	2019-20 FQ4YTD	2020-21 FQ4YTD
Primary Immunizati...	Childhood Immunization Rate - DTaP-IPV-Hib	70.0%	69.8%	69.2%	70.5%	67.6%	70.1%	61.3%	63.2%	69.2%	65.6%
	Childhood Immunization Rate – MMR	82.1%	82.0%	80.5%	81.5%	80.4%	82.7%	76.4%	78.5%	80.5%	79.6%
Primary Care	Family Practice Sensitive Conditions (% of ED visits for FPSC)	23.3%	22.3%	22.8%	24.6%	18.7%	20.0%	19.4%	17.6%	22.8%	19.0%
Continuing Care	Number of People Placed in Continuing Care	905	908	870	225	214	215	245	273	870	947
	Persons Waiting in Acute / Subacute Hospital Bed for Placement	71	65	21	21	9	15	26	23	21	23
	Persons Waiting in Community (home) for Placement	105	128	127	127	143	154	176	152	127	152
	Client Average Wait in Acute / Subacute Hospital before Placement (days)	66	64	71	70	54	40	52	65	71	53
Cancer Wait Time	Medical Oncology Access (referral to first consult 90th percentile in weeks)	5.7	5.1	5.9	6.0	5.7	5.5	5.5	5.9	5.9	5.8
	Radiation Oncology Access (referral to first consult 90th percentile in weeks)	3.9	4.6	5.3	5.0	3.7	5.4	4.1	5.8	5.3	4.8
	Radiation Therapy Access (ready to treat to first therapy 90th percentile in weeks)	0.9	0.9	1.0	0.9	0.9	0.9	0.7	0.9	1.0	0.9
Acute Care	Acute Care Occupancy (Busiest hospitals)	89.8%	89.9%	87.7%	84.9%	76.9%	84.8%	83.9%	81.6%	87.7%	82.0%
	Hospital Acquired Clostridium difficile Infection Rate (per 10,000 patient days)	2.6	2.2	2.6	2.7	2.8	3.6	4.1	2.3	2.6	3.2
	Hospital Standardized Mortality Ratio (HSMR)	111	107	103	105	128	119	109	104	103	115
	Heart Attack (AMI) in Hospital Mortality within 30 days (risk adjusted)*	5.1%	7.4%	6.5%	6.3%	3.2%	4.7%	5.7%	NA	6.5% (19-20 Q3)	4.8% (20-21 Q3)
	Stroke in Hospital Mortality within 30 days (risk adjusted)*	18.4%	13.3%	11.8%	15.6%	17.3%	21.3%	9.8%	NA	10.6% (19-20 Q3)	15.9% (20-21 Q3)
	Medical Readmissions within 30 days (risk adjusted)*	14.5%	13.5%	13.3%	12.9%	14.2%	12.7%	13.9%	NA	13.4% (19-20 Q3)	13.6% (20-21 Q3)
Emergency Department	ED Length of Stay (LOS) for Admitted Patients (median in hours at Busiest Sites)	6.5	6.6	6.5	6.3	6.0	6.9	6.8	6.7	6.5	6.6
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (All Sites)	69.6%	68.1%	68.3%	69.6%	74.7%	65.0%	65.2%	66.8%	68.3%	67.8%
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (Busiest Sites)	64.8%	63.8%	65.0%	67.2%	72.3%	61.3%	61.7%	63.2%	65.0%	64.5%
	ED Length of Stay (LOS) for Discharged Patients (median in hours at Busiest Sites)	2.4	2.3	2.4	2.4	2.1	2.3	2.3	2.4	2.4	2.3
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (All Sites)	86.3%	85.7%	85.1%	85.1%	85.7%	84.1%	84.2%	82.9%	85.1%	84.2%
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (Busiest Sites)	80.0%	81.3%	81.4%	81.7%	83.7%	80.8%	81.2%	79.9%	81.4%	81.3%
	ED Time to Physician Initial Assessment (median in hours at Busiest Sites)	1.0	0.9	1.0	1.1	0.7	0.9	0.8	0.8	1.0	0.8
	ED Patients Left Without Being Seen and Left Against Medical Advice	3.0%	2.8%	3.1%	3.0%	2.5%	3.3%	2.2%	2.3%	3.1%	2.6%
Surgery	Cataract Surgery Wait Time (median in weeks)	12.7	13.9	15.1	16.8	26.1	26.8	22.6	17.9	15.1	23.6
	Cataract Surgery Wait Time (90th percentile in weeks)	28.7	24.1	25.9	28.9	37.7	39.7	40.0	42.1	25.9	40.1
	Hip Replacement Surgery Wait Time (median in weeks)	26.1	25.7	25.0	32.6	26.9	38.6	34.4	30.6	25.0	34.1
	Hip Replacement Surgery Wait Time (90th percentile in weeks)	49.2	48.5	51.8	52.4	68.5	69.3	67.4	71.1	51.8	69.4
	Knee Replacement Surgery Wait Time (median in weeks)	28.1	25.0	26.7	37.1	40.7	36.3	45.4	30.9	26.7	36.9
	Knee Replacement Surgery Wait Time (90th percentile in weeks)	55.4	55.3	56.7	60.2	64.5	70.3	73.8	69.9	56.7	71.1
	Postponements of Scheduled Surgeries due to System Capacity	1.3%	0.1%	4.0%	15.3%	25.2%	0.0%	1.7%	0.6%	4.0%	5.2%
	Hip Fracture Repair within 48 hours of Admission	87.2%	89.3%	88.7%	94.4%	87.1%	90.8%	92.3%	82.9%	88.7%	88.3%
Mental Health	Child and Youth Mental Health Wait Times (90th percentile in days)*	34.0	38.0	42.0	56.0	42.9	42.0	58.0	NA	35.0 (19-20 Q3)	48.2 (20-21 Q3)
	Child and Youth Mental Health Wait Times (median in days)*	14.0	17.0	11.0	23.0	7.0	15.0	21.0	NA	8.0 (19-20 Q3)	15.0 (20-21 Q3)

\* Measure reporting lagged by one quarter

1. Most measures are impacted by the COVID-19 pandemic. Please use caution when comparing current quarters with quarters in previous years.

Data as of May 17, 2021

Most of the reported case volumes continue to be impacted by COVID-19. Please use caution when comparing results from the quarters during the pandemic with data from the previous years under normal operation. For example, acute care occupancy rates and ED wait times reflect reduced demand and adjusted capacity responding to COVID-19. Health Link continues to experience increases in call volumes as they take on COVID-related calls and vaccination bookings. Scheduled surgical activity decreased as a direct impact of the pandemic and had a significant impact on surgical wait times.

Zone 2 Calgary											
	Fiscal Year			Fiscal Quarter				Year to Date			
	2017-18 FY	2018-19 FY	2019-20 FY	2019-20 FQ4	2020-21 FQ1	2020-21 FQ2	2020-21 FQ3	2020-21 FQ4	2019-20 FQ4YTD	2020-21 FQ4YTD	
Primary Care	Childhood Immunization Rate - DTaP-IPV-Hib	79.8%	81.0%	82.3%	82.3%	82.6%	81.0%	78.6%	78.9%	82.3%	80.3%
	Childhood Immunization Rate – MMR	87.9%	88.6%	90.0%	90.3%	89.7%	89.4%	88.5%	87.3%	90.0%	88.8%
Continuing Care	Family Practice Sensitive Conditions (% of ED visits for FPSC)	14.7%	14.0%	14.7%	16.4%	11.7%	12.4%	12.6%	11.8%	14.7%	12.1%
	Number of People Placed in Continuing Care	2,632	2,668	2,757	707	499	644	527	729	2,757	2,399
	Persons Waiting in Acute / Subacute Hospital Bed for Placement	188	109	140	140	155	122	142	125	140	125
	Persons Waiting in Community (home) for Placement	488	405	462	462	497	490	537	469	462	469
Cancer Wait Time	Client Average Wait in Acute / Subacute Hospital before Placement (days)	47	42	29	32	32	33	33	37	29	34
	Medical Oncology Access (referral to first consult 90th percentile in weeks)	5.1	5.9	6.3	6.6	5.9	4.6	4.7	5.3	6.3	5.1
	Radiation Oncology Access (referral to first consult 90th percentile in weeks)	5.0	6.3	7.6	6.4	6.0	5.0	4.9	6.0	7.6	5.4
Acute Care	Radiation Therapy Access (ready to treat to first therapy 90th percentile in weeks)	2.9	2.9	2.6	2.6	2.6	2.6	2.6	2.6	2.6	2.6
	Acute Care Occupancy (Busiest hospitals)	100.2%	98.3%	97.9%	97.9%	80.7%	93.2%	93.9%	95.2%	97.9%	90.7%
	Hospital Acquired Clostridium difficile Infection Rate (per 10,000 patient days)	3.5	3.0	3.0	3.1	3.0	3.5	2.9	3.0	3.0	3.1
	Hospital Standardized Mortality Ratio (HSMR)	97	91	95	105	89	98	112	104	95	101
	Heart Attack (AMI) in Hospital Mortality within 30 days (risk adjusted)*	5.7%	4.8%	6.4%	7.4%	7.1%	6.0%	7.5%	NA	6.1% (19-20 Q3)	6.8% (20-21 Q3)
	Stroke in Hospital Mortality within 30 days (risk adjusted)*	11.9%	11.4%	10.8%	11.4%	9.9%	8.8%	10.7%	NA	10.6% (19-20 Q3)	9.8% (20-21 Q3)
Emergency Department	Medical Readmissions within 30 days (risk adjusted)*	13.0%	13.3%	13.4%	12.7%	13.7%	13.7%	12.5%	NA	13.6% (19-20 Q3)	13.3% (20-21 Q3)
	ED Length of Stay (LOS) for Admitted Patients (median in hours at Busiest Sites)	10.7	9.7	10.3	10.8	7.7	9.9	10.9	10.7	10.3	9.6
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (All Sites)	34.5%	38.6%	36.1%	35.1%	53.9%	36.9%	34.5%	33.7%	36.1%	39.5%
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (Busiest Sites)	33.5%	37.7%	35.1%	34.0%	53.2%	35.9%	33.3%	32.6%	35.1%	38.5%
	ED Length of Stay (LOS) for Discharged Patients (median in hours at Busiest Sites)	3.6	3.6	3.9	3.8	3.3	3.8	3.5	3.9	3.9	3.6
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (All Sites)	72.7%	71.6%	69.2%	68.7%	74.4%	69.9%	72.0%	68.3%	69.2%	71.0%
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (Busiest Sites)	57.5%	56.5%	52.2%	52.5%	62.1%	54.0%	57.7%	51.9%	52.2%	56.3%
	ED Time to Physician Initial Assessment (median in hours at Busiest Sites)	1.5	1.5	1.7	1.6	1.0	1.4	1.0	1.3	1.7	1.1
	ED Patients Left Without Being Seen and Left Against Medical Advice	3.6%	3.5%	4.1%	4.0%	2.1%	3.2%	2.2%	2.7%	4.1%	2.6%
Surgery	Cataract Surgery Wait Time (median in weeks)	15.4	20.7	20.4	16.3	26.0	23.7	14.9	12.9	20.4	16.4
	Cataract Surgery Wait Time (90th percentile in weeks)	51.1	66.9	61.0	55.9	65.0	64.1	63.7	49.4	61.0	59.7
	Scheduled Coronary Artery Bypass Graft (CABG) Wait Time (median in weeks)	16.3	15.6	13.2	15.0	NA	23.0	8.0	6.8	13.2	9.6
	Scheduled Coronary Artery Bypass Graft (CABG) Wait Time (90th percentile in weeks)	27.9	23.9	16.5	17.1	NA	31.7	23.0	9.3	16.5	26.9
	Hip Replacement Surgery Wait Time (median in weeks)	16.1	16.1	16.6	17.9	24.3	26.6	25.2	20.6	16.6	24.0
	Hip Replacement Surgery Wait Time (90th percentile in weeks)	32.7	33.1	38.1	44.3	50.9	59.9	57.9	48.8	38.1	55.6
	Knee Replacement Surgery Wait Time (median in weeks)	17.9	16.1	17.3	16.8	25.7	27.0	26.3	21.9	17.3	26.0
	Knee Replacement Surgery Wait Time (90th percentile in weeks)	33.9	38.1	50.8	49.6	56.9	65.1	67.1	68.5	50.8	65.9
	Postponements of Scheduled Surgeries due to System Capacity	0.2%	0.2%	3.0%	12.0%	36.5%	0.7%	0.6%	4.0%	3.0%	10.6%
Hip Fracture Repair within 48 hours of Admission	92.0%	93.8%	91.2%	93.9%	92.1%	91.6%	91.6%	90.3%	91.2%	91.4%	
Mental Health	Child and Youth Mental Health Wait Times (90th percentile in days)*	41.0	36.0	39.0	40.0	40.2	27.0	23.0	NA	37.0 (19-20 Q3)	27.0 (20-21 Q3)
	Child and Youth Mental Health Wait Times (median in days)*	16.0	12.0	13.0	13.0	11.0	11.0	11.0	NA	13.0 (19-20 Q3)	11.0 (20-21 Q3)

\* Measure reporting lagged by one quarter.  
 1. Most measures are impacted by the COVID-19 pandemic. Please use caution when comparing current quarters with quarters in previous years.  
 2. Scheduled Coronary Artery Bypass Graft (CABG) Wait Time measures for 2020-21 FQ1 are not calculated due to small volume of cases (<6).

Most of the reported case volumes continue to be impacted by COVID-19. Please use caution when comparing results from the quarters during the pandemic with data from the previous years under normal operation. For example, acute care occupancy rates and ED wait times reflect reduced demand and adjusted capacity responding to COVID-19. Health Link continues to experience increases in call volumes as they take on COVID-related calls and vaccination bookings. Scheduled surgical activity decreased as a direct impact of the pandemic and had a significant impact on surgical wait times.

## Zone 3 Central

	Fiscal Year			Fiscal Quarter				Year to Date			
	2017-18 FY	2018-19 FY	2019-20 FY	2019-20 FQ4	2020-21 FQ1	2020-21 FQ2	2020-21 FQ3	2020-21 FQ4	2019-20 FQ4YTD	2020-21 FQ4YTD	
Primary Care	Childhood Immunization Rate - DTaP-IPV-Hib	70.7%	71.9%	72.5%	73.3%	73.1%	69.9%	69.2%	68.3%	72.5%	70.2%
	Childhood Immunization Rate - MMR	84.2%	83.8%	86.0%	88.3%	87.2%	82.1%	83.1%	80.4%	86.0%	83.3%
	Family Practice Sensitive Conditions (% of ED visits for FPSC)	28.0%	27.1%	26.9%	27.0%	21.0%	23.0%	23.4%	22.1%	27.1%	22.4%
Continuing Care	Number of People Placed in Continuing Care	1,236	1,312	1,468	405	278	287	279	312	1,468	1,156
	Persons Waiting in Acute / Subacute Hospital Bed for Placement	121	82	88	88	84	133	139	126	88	126
	Persons Waiting in Community (home) for Placement	164	75	124	124	102	103	124	101	124	101
	Client Average Wait in Acute / Subacute Hospital before Placement (days)	47	48	42	46	29	56	56	50	42	48
Cancer Wait Time	Medical Oncology Access (referral to first consult 90th percentile in weeks)	5.4	6.1	6.1	5.9	7.4	4.3	5.8	6.4	6.1	6.4
	Radiation Oncology Access (referral to first consult 90th percentile in weeks)	4.4	5.6	5.9	6.9	6.1	5.6	5.4	8.8	5.9	8.0
	Radiation Therapy Access (ready to treat to first therapy 90th percentile in weeks)	2.0	2.3	3.0	2.2	2.3	2.4	2.1	2.0	3.0	2.3
Acute Care	Acute Care Occupancy (Busiest hospitals)	96.0%	97.4%	93.5%	91.8%	81.1%	85.7%	86.9%	85.6%	93.5%	85.0%
	Hospital Acquired Clostridium difficile Infection Rate (per 10,000 patient days)	1.9	1.4	1.8	1.6	1.4	1.5	2.0	1.4	1.8	1.6
	Hospital Standardized Mortality Ratio (HSMR)	98	97	93	103	106	83	110	95	93	99
	Heart Attack (AMI) in Hospital Mortality within 30 days (risk adjusted)*	5.6%	6.7%	5.4%	7.8%	5.8%	1.2%	6.1%	NA	4.9% (19-20 Q3)	4.5% (20-21 Q3)
	Stroke in Hospital Mortality within 30 days (risk adjusted)*	10.7%	10.7%	8.7%	13.4%	14.3%	4.2%	12.8%	NA	7.2% (19-20 Q3)	10.5% (20-21 Q3)
	Medical Readmissions within 30 days (risk adjusted)*	14.7%	15.5%	15.1%	13.5%	14.7%	13.8%	15.3%	NA	15.6% (19-20 Q3)	14.6% (20-21 Q3)
Emergency Department	ED Length of Stay (LOS) for Admitted Patients (median in hours at Busiest Sites)	10.5	11.6	10.0	9.6	7.8	9.2	9.8	10.0	10.0	9.1
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (All Sites)	63.0%	60.3%	60.0%	60.2%	67.1%	60.8%	58.2%	57.6%	60.0%	60.8%
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (Busiest Sites)	39.8%	36.7%	40.5%	41.4%	51.3%	42.8%	40.4%	38.1%	40.5%	43.0%
	ED Length of Stay (LOS) for Discharged Patients (median in hours at Busiest Sites)	3.4	3.5	3.6	3.7	3.4	3.4	3.4	3.5	3.6	3.4
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (All Sites)	84.8%	83.2%	82.0%	80.5%	81.2%	80.5%	79.8%	78.5%	82.0%	80.0%
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (Busiest Sites)	58.9%	58.4%	56.8%	54.7%	60.6%	58.1%	58.2%	56.1%	56.8%	58.2%
	ED Time to Physician Initial Assessment (median in hours at Busiest Sites)	1.3	1.3	1.3	1.4	1.0	1.1	1.0	1.0	1.3	1.0
	ED Patients Left Without Being Seen and Left Against Medical Advice	3.5%	3.8%	3.7%	3.5%	2.7%	3.6%	3.0%	2.8%	3.7%	3.0%
Surgery	Cataract Surgery Wait Time (median in weeks)	19.0	22.6	23.6	25.9	35.0	38.4	35.9	27.7	23.6	33.1
	Cataract Surgery Wait Time (90th percentile in weeks)	32.7	32.0	41.0	42.0	51.0	54.8	56.8	49.3	41.0	53.0
	Hip Replacement Surgery Wait Time (median in weeks)	13.5	18.0	13.6	9.4	19.3	16.4	13.0	20.0	13.6	16.4
	Hip Replacement Surgery Wait Time (90th percentile in weeks)	33.6	35.0	37.0	39.7	48.6	50.8	46.4	42.7	37.0	48.6
	Knee Replacement Surgery Wait Time (median in weeks)	15.7	22.4	17.3	11.6	23.5	26.6	14.3	22.9	17.3	21.6
	Knee Replacement Surgery Wait Time (90th percentile in weeks)	39.1	39.4	41.6	43.6	47.5	55.0	47.0	54.7	41.6	53.7
	Postponements of Scheduled Surgeries due to System Capacity	0.3%	0.4%	3.6%	13.7%	56.9%	0.1%	0.0%	0.1%	3.6%	9.4%
	Hip Fracture Repair within 48 hours of Admission	95.7%	95.9%	96.2%	92.7%	98.4%	98.6%	95.7%	92.6%	96.2%	96.4%
Mental Health	Child and Youth Mental Health Wait Times (90th percentile in days)*	35.0	41.0	54.0	47.0	36.6	34.0	50.0	NA	56.0 (19-20 Q3)	42.0 (20-21 Q3)
	Child and Youth Mental Health Wait Times (median in days)*	10.0	12.0	14.0	18.0	7.0	11.0	13.0	NA	14.0 (19-20 Q3)	11.0 (20-21 Q3)

\* Measure reporting lagged by one quarter

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Data as of May 17, 2021

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## Zone 4 Edmonton

	Fiscal Year			Fiscal Quarter				Year to Date			
	2017-18 FY	2018-19 FY	2019-20 FY	2019-20 FQ4	2020-21 FQ1	2020-21 FQ2	2020-21 FQ3	2020-21 FQ4	2019-20 FQ4YTD	2020-21 FQ4YTD	
Primary Care	Childhood Immunization Rate - DTaP-IPV-Hib	82.9%	80.5%	81.7%	82.4%	82.2%	81.4%	80.7%	78.3%	81.7%	80.7%
	Childhood Immunization Rate – MMR	90.5%	88.7%	90.3%	90.4%	90.2%	90.6%	88.8%	87.7%	90.3%	89.4%
Continuing Care	Family Practice Sensitive Conditions (% of ED visits for FPSC)	12.4%	11.8%	11.9%	12.4%	9.1%	9.2%	8.7%	8.3%	11.9%	8.8%
	Number of People Placed in Continuing Care	2,388	2,525	2,685	739	428	569	446	788	2,685	2,231
	Persons Waiting in Acute / Subacute Hospital Bed for Placement	204	129	104	104	133	188	159	103	104	103
	Persons Waiting in Community (home) for Placement	416	361	219	219	239	237	327	193	219	193
Cancer Wait Time	Client Average Wait in Acute / Subacute Hospital before Placement (days)	47	36	25	18	24	25	41	37	25	32
	Medical Oncology Access (referral to first consult 90th percentile in weeks)	6.1	6.9	7.9	7.1	7.3	6.1	5.6	6.1	7.9	6.6
	Radiation Oncology Access (referral to first consult 90th percentile in weeks)	5.1	7.3	7.0	6.7	6.6	5.0	4.0	5.3	7.0	5.3
Acute Care	Radiation Therapy Access (ready to treat to first therapy 90th percentile in weeks)	2.7	2.6	3.1	2.9	3.3	3.0	3.0	3.0	3.1	3.0
	Acute Care Occupancy (Busiest hospitals)	98.6%	96.1%	95.7%	94.7%	87.0%	92.7%	97.4%	96.7%	95.7%	93.5%
	Hospital Acquired Clostridium difficile Infection Rate (per 10,000 patient days)	3.6	3.0	2.8	2.6	2.2	3.4	2.7	2.5	2.8	2.7
	Hospital Standardized Mortality Ratio (HSMR)	110	103	102	105	106	107	119	114	102	111
	Heart Attack (AMI) in Hospital Mortality within 30 days (risk adjusted)*	5.2%	6.2%	6.2%	6.5%	4.0%	3.1%	4.8%	NA	6.1% (19-20 Q3)	4.0% (20-21 Q3)
	Stroke in Hospital Mortality within 30 days (risk adjusted)*	13.2%	13.6%	14.8%	13.6%	13.3%	16.1%	18.9%	NA	15.2% (19-20 Q3)	16.1% (20-21 Q3)
Emergency Department	Medical Readmissions within 30 days (risk adjusted)*	14.4%	14.7%	13.9%	13.7%	14.3%	14.1%	13.7%	NA	14.0% (19-20 Q3)	14.1% (20-21 Q3)
	ED Length of Stay (LOS) for Admitted Patients (median in hours at Busiest Sites)	12.6	11.3	12.1	12.0	9.7	12.3	12.7	11.8	12.1	11.5
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (All Sites)	28.7%	31.7%	29.2%	29.0%	37.7%	27.0%	26.6%	28.8%	29.2%	30.0%
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (Busiest Sites)	28.7%	31.2%	29.0%	29.3%	37.3%	27.8%	26.8%	29.0%	29.0%	30.2%
	ED Length of Stay (LOS) for Discharged Patients (median in hours at Busiest Sites)	3.9	4.1	4.4	4.5	3.8	4.5	4.6	4.7	4.4	4.4
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (All Sites)	58.3%	56.1%	51.9%	50.4%	58.2%	49.9%	48.0%	46.9%	51.9%	50.7%
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (Busiest Sites)	51.4%	48.6%	44.0%	42.8%	52.7%	44.2%	42.4%	41.0%	44.0%	45.1%
	ED Time to Physician Initial Assessment (median in hours at Busiest Sites)	1.6	1.7	1.9	1.8	1.1	1.6	1.4	1.4	1.9	1.3
Surgery	ED Patients Left Without Being Seen and Left Against Medical Advice	7.0%	7.4%	8.6%	8.4%	5.4%	8.5%	7.3%	6.5%	8.6%	7.0%
	Cataract Surgery Wait Time (median in weeks)	14.3	15.3	16.9	15.4	23.1	27.7	16.3	14.3	16.9	18.1
	Cataract Surgery Wait Time (90th percentile in weeks)	34.0	42.5	42.0	39.4	49.4	58.6	54.9	40.9	42.0	52.3
	Scheduled Coronary Artery Bypass Graft (CABG) Wait Time (median in weeks)	4.4	3.5	3.6	5.7	11.4	8.6	6.7	13.6	3.6	9.0
	Scheduled Coronary Artery Bypass Graft (CABG) Wait Time (90th percentile in weeks)	8.2	6.9	8.1	10.9	21.7	22.3	12.5	18.8	8.1	20.7
	Hip Replacement Surgery Wait Time (median in weeks)	20.6	21.6	21.7	19.4	26.0	28.7	26.7	32.9	21.7	27.9
	Hip Replacement Surgery Wait Time (90th percentile in weeks)	38.3	36.8	35.6	35.0	39.3	48.7	45.9	52.4	35.6	48.1
	Knee Replacement Surgery Wait Time (median in weeks)	23.1	21.1	23.9	23.1	33.0	36.1	31.5	39.0	23.9	35.7
	Knee Replacement Surgery Wait Time (90th percentile in weeks)	41.4	40.4	37.6	37.7	46.7	51.5	48.6	54.4	37.6	50.8
Postponements of Scheduled Surgeries due to System Capacity	0.5%	0.3%	1.4%	4.6%	4.0%	2.4%	4.2%	1.4%	1.4%	2.9%	
Mental Health	Hip Fracture Repair within 48 hours of Admission	94.5%	95.6%	93.4%	95.1%	95.2%	89.0%	92.0%	89.7%	93.4%	91.3%
	Child and Youth Mental Health Wait Times (90th percentile in days)*	62.0	56.0	62.0	65.0	58.0	42.0	54.0	NA	59.9 (19-20 Q3)	54.0 (20-21 Q3)
	Child and Youth Mental Health Wait Times (median in days)*	27.0	16.0	27.0	35.0	16.0	21.0	32.0	NA	23.0 (19-20 Q3)	23.0 (20-21 Q3)

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Data as of May 17, 2021

Most of the reported case volumes continue to be impacted by COVID-19. Please use caution when comparing results from the quarters during the pandemic with data from the previous years under normal operation. For example, acute care occupancy rates and ED wait times reflect reduced demand and adjusted capacity responding to COVID-19. Health Link continues to experience increases in call volumes as they take on COVID-related calls and vaccination bookings. Scheduled surgical activity decreased as a direct impact of the pandemic and had a significant impact on surgical wait times.

## Zone 5 North

	Fiscal Year			Fiscal Quarter				Year to Date			
	2017-18 FY	2018-19 FY	2019-20 FY	2019-20 FQ4	2020-21 FQ1	2020-21 FQ2	2020-21 FQ3	2020-21 FQ4	2019-20 FQ4YTD	2020-21 FQ4YTD	
Primary Care Immunization	Childhood Immunization Rate - DTaP-IPV-Hib	68.9%	69.6%	70.4%	69.6%	69.1%	63.4%	61.8%	65.5%	70.4%	65.0%
	Childhood Immunization Rate – MMR	79.6%	79.3%	81.4%	81.9%	79.7%	78.9%	77.3%	75.4%	81.4%	77.9%
Primary Care	Family Practice Sensitive Conditions (% of ED visits for FPSC)	34.1%	33.0%	33.0%	34.3%	27.6%	29.4%	30.7%	27.9%	33.0%	29.0%
Continuing Care	Number of People Placed in Continuing Care	766	685	741	210	176	137	187	194	741	694
	Persons Waiting in Acute / Subacute Hospital Bed for Placement	92	89	57	57	51	52	41	45	57	45
	Persons Waiting in Community (home) for Placement	88	65	70	70	78	90	97	90	70	90
	Client Average Wait in Acute / Subacute Hospital before Placement (days)	78	79	66	60	44	35	49	55	66	46
Cancer Wait Time	Medical Oncology Access (referral to first consult 90th percentile in weeks)	4.3	4.1	4.9	6.8	4.8	5.1	5.1	6.1	4.9	5.4
	Radiation Oncology Access (referral to first consult 90th percentile in weeks)	4.6	7.1	9.3	7.2	11.1	11.6	6.3	5.1	9.3	8.5
Acute Care	Acute Care Occupancy (Busiest hospitals)	90.2%	86.8%	87.0%	85.6%	75.3%	81.1%	78.2%	81.5%	87.0%	79.1%
	Hospital Acquired Clostridium difficile Infection Rate (per 10,000 patient days)	1.0	1.1	1.8	1.3	1.0	1.2	1.5	1.6	1.8	1.3
	Hospital Standardized Mortality Ratio (HSMR)	88	92	97	93	90	98	113	122	97	106
	Heart Attack (AMI) in Hospital Mortality within 30 days (risk adjusted)*	4.5%	3.4%	10.1%	9.4%	5.1%	4.0%	3.9%	NA	10.4% (19-20 Q3)	4.5% (20-21 Q3)
	Stroke in Hospital Mortality within 30 days (risk adjusted)*	11.7%	10.2%	11.1%	13.1%	2.0%	3.6%	8.3%	NA	10.2% (19-20 Q3)	4.6% (20-21 Q3)
	Medical Readmissions within 30 days (risk adjusted)*	15.4%	15.3%	15.5%	14.4%	16.7%	17.1%	14.4%	NA	15.8% (19-20 Q3)	16.1% (20-21 Q3)
Emergency Department	ED Length of Stay (LOS) for Admitted Patients (median in hours at Busiest Sites)	7.7	7.4	8.3	8.8	6.6	8.4	8.4	8.5	8.3	7.9
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (All Sites)	72.5%	72.6%	68.4%	66.4%	77.1%	68.8%	67.4%	65.0%	68.4%	69.7%
	ED Patients Treated and Admitted to Hospital within 8 hours (LOS <= 8 Hours) (Busiest Sites)	52.0%	54.2%	47.8%	44.4%	62.6%	48.1%	47.4%	46.3%	47.8%	51.0%
	ED Length of Stay (LOS) for Discharged Patients (median in hours at Busiest Sites)	2.1	2.0	2.2	2.2	1.9	2.0	2.1	2.2	2.2	2.0
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (All Sites)	88.9%	88.2%	86.8%	85.7%	87.6%	86.0%	85.2%	83.4%	86.8%	85.5%
	ED Patients Treated and Discharged within 4 hours (LOS <= 4 Hours) (Busiest Sites)	81.5%	81.4%	78.4%	77.1%	82.7%	80.3%	78.3%	77.5%	78.4%	79.7%
	ED Time to Physician Initial Assessment (median in hours at Busiest Sites)	0.8	0.7	0.8	0.8	0.6	0.7	0.7	0.7	0.8	0.7
	ED Patients Left Without Being Seen and Left Against Medical Advice	3.5%	3.8%	4.2%	4.3%	2.8%	4.1%	3.4%	3.7%	4.2%	3.5%
Surgery	Cataract Surgery Wait Time (median in weeks)	9.6	10.7	13.3	10.1	14.9	7.7	8.0	9.9	13.3	9.3
	Cataract Surgery Wait Time (90th percentile in weeks)	21.1	22.0	22.9	17.9	27.1	25.9	15.9	17.9	22.9	22.7
	Hip Replacement Surgery Wait Time (median in weeks)	15.1	16.9	21.9	21.1	33.3	28.3	28.0	15.9	21.9	22.1
	Hip Replacement Surgery Wait Time (90th percentile in weeks)	36.8	51.6	67.8	64.0	88.9	58.6	48.9	44.4	67.8	58.7
	Knee Replacement Surgery Wait Time (median in weeks)	15.8	20.4	19.9	29.3	43.6	40.7	31.8	19.9	19.9	28.6
	Knee Replacement Surgery Wait Time (90th percentile in weeks)	44.0	53.1	75.3	85.4	101.9	104.0	76.6	91.3	75.3	93.3
	Postponements of Scheduled Surgeries due to System Capacity	1.2%	2.1%	3.0%	6.8%	3.0%	2.5%	0.8%	1.7%	3.0%	1.9%
	Hip Fracture Repair within 48 hours of Admission	88.4%	92.4%	93.4%	93.8%	97.0%	92.9%	90.0%	90.9%	93.4%	92.5%
Mental Health	Child and Youth Mental Health Wait Times (90th percentile in days)*	62.0	57.0	68.7	64.0	69.0	67.0	49.0	NA	69.0 (19-20 Q3)	62.0 (20-21 Q3)
	Child and Youth Mental Health Wait Times (median in days)*	18.0	14.0	13.0	14.0	8.0	13.0	12.0	NA	12.0 (19-20 Q3)	11.0 (20-21 Q3)

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