

# Performance Measurement Framework with Baselines & Targets

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# PERFORMANCE MEASURES

## Canadian Patient Safety Institute

Output/ Outcome	#	Name	Definition	Baseline	Status	Target	
				2012-13	2016-17	2016-17	2017-18
Box 1: Education (Output)	1.1	Learning Sessions Delivered	<p>a) Count of learning sessions* delivered independently by the Canadian Patient Safety Institute (CPSI) during the reporting period.</p> <p>b) Count of learning sessions* delivered collaboratively by CPSI and a partner organization during the reporting period.</p> <p>c) Count of learning sessions*, containing CPSI content, delivered independently through the HUB model during the reporting period.</p> <p>Learning session = any CPSI hosted session that a) involves a teaching component on how to use a tool, resource or patient safety curricula; and b) is not an information or consultation call.</p>	<p>41</p> <p>a)13 b) 28 c) 0</p>	<p>99</p> <p>a) 6 b) 69 c) 24</p>	<p>52</p> <p>a) 3 b) 43 c) 24</p>	86
	1.2	Learning Session Participants	<p>a) Count of individual registrants for learning sessions* delivered independently by CPSI during the reporting period.</p> <p>b) Count of individual registrants for learning sessions* delivered collaboratively by CPSI and a partner organization during the reporting period.</p> <p>c) Count of individual registrants for learning sessions* containing CPSI content, delivered independently through the HUB model during the reporting period.</p> <p>*learning session as defined in 1.1.</p>	<p>3,972</p> <p>a) 722 b) 3,250 c) 0</p>	<p>4,977</p> <p>a) 649 b) 3,770 c) 558</p>	<p>2,726</p> <p>a) 91 b) 2,425 c) 210</p>	3,350
Box 2: Research (Output)	2.1	Research Reports Published	<p>Count of research-related reports, both "plain language" and technical, produced by CPSI*, during the period.</p> <p>*Produced by CPSI would include research activity: a) directly funded by CPSI (in whole or in part), or b) utilizing CPSI human resource time.</p>	5	0	6	1
	2.2	Research Reports Downloaded	<p>Count of downloads, during the period, of CPSI produced* plain language (English and French) and technical research resources hosted in the Research tab on the CPSI website.</p> <p>*Produced by CPSI as defined in 2.1.</p> <p>Our data collection mechanism was changed in 2015-16 with the introduction of our new website, which made the targets inapplicable. New targets will be set annually during operational planning until the conclusion of the current business plan.</p>	N/A	1,628	2,000	2,000
Box 3: Tools & Resources (Output)	3.1	Resources Developed & Revised	<p>a) Count of CPSI resources* that were developed during the period.</p> <p>b) Count of CPSI resources* that existed prior to the current period and were revised or updated during the current period.</p> <p>*CPSI resources include all products developed by CPSI, or collaboratively developed with one or more partner organizations, that contain information and/or research intended for use by the external field to improve patient safety. This would include Research Reports and Curricula / Learning modules that are both measured in separate indicators as well. This would exclude marketing / information products that are not intended for direct application by the external field.</p>	<p>27</p> <p>a) 23 b) 4</p>	189	131	162

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Box 3: Tools & Resources (Output)	3.2	Resources Downloaded	<p>Count of downloads of CPSI resources* from the following CPSI owned websites during the period: CPSI, Global Patient Safety Alerts, <i>Safer Healthcare Now!</i>, Patients for Patient Safety Canada, Hand Hygiene, Communities of Practice, Improving Care Search Centre. Calculated by summing page hits for URLs ending in ".pdf" (French and English).</p> <p>*CPSI resources as defined in 3.1.</p> <p>Our data collection mechanism was changed in 2015-16 with the introduction of our new website, which made the targets inapplicable. New targets will be set annually during operational planning until the conclusion of the current business plan.</p>	N/A	72,049	45,000	73,000
Box 4: Interventions & Programs (Output)	4.1	<i>Safer Healthcare Now!</i> Enrollment	<p>This indicator was discontinued in 2016-17 with the conclusion of <i>Safer Healthcare Now!</i> and the Patient Safety Metrics (PS Metrics) system.</p> <p>Count of all organizations formally enrolled* in <i>Safer Healthcare Now!</i> through PS Metrics as of the end of the reporting period.</p> <p>*Formally enrolled organizations are those that have completed the formal registration process, which requires a signature from the organization's CEO.</p>	756	N/A	N/A	N/A
	4.2	Canadian Patient Safety Week Registration	Count of all registrations for Canadian Patient Safety Week submitted through E-Registration.	1,766	1,983	1,000	2,000
	4.3	Canada's Virtual Forum Participation	<p>Average daily participation (virtual participants + in-person participants) in Canada's Virtual Forum.</p> <p>Denominator = Number of days in the Virtual Forum.</p> <p>Numerator = Count of virtual and in-person participants in Canada's Virtual Forum.</p>	857	N/A	N/A	N/A
Box 5: Growing evidence base to improve patient safety (Short-term Outcome)	5.1	Promising Practices Deployed	<p>Count of promising practices* in the CPSI Innovation pipeline that were deployed* during the period.</p> <p>*Promising practice = a process or product identified through routine environmental scanning that: a) has yielded quantifiable improvement to care at a small scale; b) is aligned with at least one of our clinical focus areas; and c) is aligned with improvement work and/or policy positions of thought-leaders in the field.</p> <p>*Deployed = the final product / tool / resource / etc. has been disseminated to the field for use.</p>	0	N/A	N/A	N/A
	5.2	Resources - External Faculty Engaged in Development or Delivery	<p>a) Count of all external faculty available to be consulted, as necessary, on the development of CPSI resources.</p> <p>b) Count of all external faculty available to contribute, as necessary, to the delivery of CPSI content to customers.</p> <p>Methodology for collecting this indicator was adjusted during 2015-16, so the original 2015-16 target no longer applies. This measure counts faculty on a program by program basis, and in cases where an individual is available to consult on multiple programs, they will be reflected more than once in this count.</p>	<p>86</p> <p>a) 36 b) 50</p>	<p>349</p> <p>a) 200 b) 149</p>	<p>228</p> <p>a) 150 b) 78</p>	364

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Box 5: Growing evidence base to improve patient safety  (Short-term Outcome)	5.3	Resources - Patients / Family Advisors Engaged in CPSI Work	Percentage of CPSI initiatives / resources that included a patient or family advisor.  Denominator = Count of resources developed or initiatives undertaken during the period.  Numerator = Count of CPSI initiatives / resources that, during their life cycle, included a patient or family member.	78%	100%	100%	100%
Box 6: Evidence-informed patient safety culture curricula across health disciplines  (Short-term Outcome)	6.1	Learning Modules Created or Revised	Count of all CPSI learning modules that were newly created, and all previously-existing modules that were revised, during the period.	17	41	32	52
	6.2a	Academic Faculty Development Learning Sessions - Participating Organizations	Count of academic institutions that were represented at all CPSI hosted academic faculty development sessions.	14	60	21	36
	6.2b	Academic Faculty Development Learning Sessions - Participating Individuals	Count of academic faculty (individuals) that were represented at all CPSI hosted academic faculty development sessions.	N/A	39	33	83
	6.3	Curricula Mappings Completed	Count of curricula mappings completed during the period.	8	0	0	N/A
	6.4	National Education Network Participation	Count of academics and clinical educators participating as members of the National Education Network as of the end of the reporting period.	0	177	20	16
Box 7: Increased patient safety: a) awareness; and b) knowledge  (Short-term Outcome)	7.1	Customers	Count of email addresses present in the Stakeholder Engagement System as of the end of the reporting period.	11,259	9,183	12,000	12,800
	7.2	Website Visits & Social Media Interactions	a) Count of visits to the following websites: CPSI, Global Patient Safety Alerts, <i>Safer Healthcare Now!</i> , Patients for Patient Safety Canada, Hand Hygiene, Communities of Practice, Improving Care Search Centre.  b) Facebook "Talking About Us"* + Twitter clicks + Twitter Re-tweets + YouTube views, likes, comments and shares + SlideShare views, likes, comments, shares, downloads + LinkedIn Engagement**  **"Talking About Us" = unique people who have created a story about our page (a like, comment, share, answer, event response, mention, tag, place recommendation).  **LinkedIn Engagement = liked + clicked + commented or shared	a) 252,130 b) 52,651	a) 242,868 b) 109,447	a) 290,000 b) 71,000	a) 250,000 b) 116,600

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Box 7: Increased patient safety: a) awareness; and b) knowledge (Short-term Outcome)	7.3	Increase in Knowledge Following Learning Session - Pre-post measurement of knowledge acquisition	Average increase in pre-post assessment per learning module using pre-post question bank or self-report on individual module content areas.	13%	28%	15%	46%
	7.4	Increase in Knowledge Following Learning Session - Self-report on overall program learning objectives	Percentage of participants in CPSI learning sessions who report an increase in patient safety awareness and/or knowledge as a result of participating in a CPSI learning session.  Denominator = Count of respondents to the question related to awareness / knowledge increase.  Numerator = Count of respondents to the question related to awareness / knowledge increase who indicated that they experienced an increase.	86%	93%	89%	83%
Box 8: Strengthened system coordination related to patient safety (Short-term Outcome)	8.1	National Patient Safety Consortium - Organizations Involved	Count of discrete organizations that attend at least one of the following meetings annually: Consortium, four clinical priority summits, Patient Safety Education Network (PSEN).	0	113	100	100
	8.2	National Patient Safety Consortium - Patients / Family Advisors Involved	Count of patients / family advisors that attend at least one of the following meetings annually: Consortium, four clinical priority summits, PSEN.	0	9	10	12
	8.3	National Patient Safety Consortium - Organizations Endorsing a National Integrated Patient Safety Strategy	Count of partner organizations in the Consortium that have endorsed a National Integrated Patient Safety Strategy.	0	41	45	50
	8.4	Collaborations with Governments	Count of active formal contracts or agreements* between CPSI and a Federal/Provincial/Territorial (F/P/T) government at the end of the period.  *Active contract / agreement = a contract or memorandum of understanding that is active at the end of the current period (either: a) not time-limited; or b) if time-limited, will not expire prior to the end of the period).	6	1	9	5
	8.5	Collaborations with National / Provincial Institutions & Operational Organizations	Count of active formal contracts or agreements* between CPSI and: a) national healthcare / quality / safety institutions; b) provincial healthcare / quality / safety institutions; and c) health operations organizations**.  *Active contract / agreement = a contract or memorandum of understanding that is active at the end of the current period (either: a) not time-limited; or b) if time-limited, will not expire prior to the end of the period).  **Health operations organizations include Regional Health Authorities, hospitals, provincial provider governance bodies (like Alberta Health Services), etc.	17 a) 10 b) 6 c) 1	19	40	40

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Box 8: Strengthened system coordination related to patient safety  (Short-term Outcome)	8.6	Learning Sessions - Collaborating Partner Organizations	Count of organizations with active agreements to independently deliver CPSI curricula (HUB) as of the end of the period.	0	6	8	9
	8.7	Informal Collaborations	Collaborations with external partners which are active but not subject to a signed contract or memorandum of understanding.	N/A	38	N/A	80
Box 9: Increase in positive patient safety culture  (Intermediate Measure)	9.1	Safety Culture	Health Provider Organization compliance with Accreditation Canada's Required Organizational Practices.  a) Adverse Events Disclosure  b) Adverse Events Reporting	N/A	2015 Compliance  a) 93% b) 96%	N/A	N/A
Box 10: Increase in positive patient safety practices  (Intermediate Outcome)	10.1	Learning Sessions - Practices Incorporated	Percentage of organizations sampled who report that they have incorporated a practice and/or used tools and curricula they were introduced to during a CPSI learning session.  Denominator = Count of organizations sampled.  Numerator = Count of organizations sampled who report they have incorporated a practice or used tools and curricula to which they were introduced during a CPSI session.	74%	83%	71%	68%
	10.2	Patient Safety Metrics - Teams Reaching Goal within 24 Months	This indicator was discontinued in 2016-17 with the conclusion of SHN and the PS Metrics system.  Percentage of teams across all interventions that met and maintained their goal within 24 months of their first submission.  Denominator = Count of teams that meet the following criteria: a) began submitting to PS Metrics within the last 24 months; and b) submitted more than two data points.  Numerator = Count of teams that met the denominator inclusion criteria and also: a) met their target within 24 months of first data submission; and b) held their target for three consecutive data points within a six-month time span.	17%	N/A	N/A	N/A
Box 11: Patient safety is formally: a) monitored; and b) reported  (Intermediate Outcome)	11.1	Patient Safety Metrics Utilization Agreements	This indicator was discontinued in 2016-17 with the conclusion of SHN and the PS Metrics system.  Count of CPSI's active formal agreements or shared work plans with: a) health governance organizations; b) health services delivery organizations*; and / or c) researchers, in which the external party agrees to report through Patient Safety Metrics using a customized approach developed by CPSI to meet the external party's needs.  *Health governance and health service delivery organizations include F/P/T governments, Regional Health Authorities, provincial health authorities (i.e., AHS) and self-governed facilities. This indicator excludes service department or team-level agreements.	3	N/A	N/A	N/A

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Box 11: Patient safety is formally: a) monitored; and b) reported  (Intermediate Outcome)	11.2	Patient Safety Metrics - Organizations Actively Submitting Data	This indicator was discontinued in 2016-17 with the conclusion of SHN and the PS Metrics system.  Count of discrete organizations who submitted at least one worksheet to Patient Safety Metrics during the reporting period.	275	N/A	N/A	N/A
	11.3	Patient Safety Metrics Worksheets Submitted	This indicator was discontinued in 2016-17 with the conclusion of SHN and the PS Metrics system.  Count of distinct worksheets submitted to Patient Safety Metrics during the reporting period.	2,311	N/A	N/A	N/A
	11.4	Global Patient Safety Alerts - Contributing Organizations	Count of all Global Patient Safety Alerts contributing organizations* as of the end of the current reporting period.  *Contributing organizations are those organizations that have agreed to have their alerts linked on the GPSA website, not just those organizations that posted alerts during the period.	24 Total 3 Canadian	26	28	28
Box 12: Policies, standards, and requirements of strategic partners are informed by patient safety evidence  (Intermediate Outcome)	12.1	Influence on Provider Organization Behaviour	Health Provider Organization compliance with Accreditation Canada's Required Organizational Practices.  a) Client Safety Education & Training  b) Hand Hygiene Compliance  c) Home Safety Risk Assessment  d) Medication Reconciliation Compliance  e) Safe Surgery Checklist	N/A	2015 Compliance  a) 96% b) 80% c) 99% d) 86% e) 90%	N/A	N/A
	12.2	Influence on Professional Standards & Competencies	a) Engagements - participation on / presentations to bodies mandated to develop standards and competencies  b) Standards Newly Embedded - new instances of embedment of patient safety standards into standards or competencies  This indicator was newly introduced during 2015-16. Targets will be set on an annual basis until the conclusion of the current business plan.	N/A	a) 0 b) 0	a) 7 b) 2	a) 7 b) 2
Box 13: Patient safety in Canada is improved  (Long-term Outcome)	13.1	Hospital Harm Measure	Per cent of hospitalizations in Canada with >= 1 unintended occurrence of harm potentially preventable by implementing known evidence-informed practices.	N/A	2014 -15:  5.6%	N/A	N/A

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Internal Measures	I1	Revenue from sources other than Health Canada		N/A	4.1%	5%	5%
	I2	Turnover Rate		N/A	3%	12%	10%
	I3	Staff Engagement		N/A	79%	85%	90%
	I4	Integrated Patient Safety Action Plan Progress		N/A	64%	60%	90%