



**CQI REPORT CARD 2020-2021**  
**Quarter 2 (July - Sept 2020)**

<i>Dietary Services Indicator</i>	<i>Benchmark/Target</i>	<i>Q4 Jan - Mar</i>	<i>Q1 Apr - June</i>	<i>Q2 July - Sept</i>	<i>Q3 Oct - Dec</i>
Absenteeism	≤ 5%/quarter	4.87%	6.37%	5.07%	
Meal Temperatures Met	≥98% /quarter	98%	100%	99%	
Equipment Temperatures Met	≥98% /quarter	99%	100%	98%	

<i>Dietary Services Indicator</i>	<i>Benchmark/Target</i>	<i>Q4 Jan - Mar</i>	<i>Q1 Apr - June</i>	<i>Q2 July - Sept</i>	<i>Q3 Oct - Dec</i>
1 Month Weight Loss over 5 %	≤5 % of residents with weights/quarter	2.65%	1.77%	1.77%	
1 Month Weight Gain over 5 %	≤5 % of residents with weights/quarter	2.65%	0.88%	0.88%	
3 Month Weight Loss over 7.5 %	≤5 % of residents with weights/quarter	3.54%	5.31%	3.54%	
3 Month Weight Gain over 7.5 %	≤5 % of residents with weights/quarter	0.0%	2.65%	0.0%	
6 Month Weight Loss over 10 %	≤5 % of residents with weights/quarter	6.19%	5.31%	5.31%	
6 Month Weight Gain over 10 %	≤5 % of residents with weights/quarter	0.0%	0.88%	1.77%	

<i>Environmental Services Indicator</i>	<u>Benchmark/Target</u>	<i>Q4 Jan - Mar</i>	<i>Q1 Apr - June</i>	<i>Q2 July – Sept</i>	<i>Q3 Oct - Dec</i>
Absenteeism Laundry & Housekeeping	≤ 5%/quarter	4.28%	1.99%	2.61%	
Absenteeism Maintenance	≤ 5%/quarter	0.0%	0.0%	0.0%	
Work Orders Completed Within 24 hours	≥ 50%/quarter	68%	77.0%	73%	
Work Orders Completed ≥25 hrs ≤ 72hrs	≥ 75%/quarter (48 Hrs or better)	76.4%	81.0%	81%	

<i>Financial Services Indicator</i>	<u>Benchmark/Target</u>	<i>Q4 Jan - Mar</i>	<i>Q1 Apr - June</i>	<i>Q2 July – Sept</i>	<i>Q3 Oct - Dec</i>
Outstanding Resident Per-diem Rates (Current)	<1%	1.0%	3.39%	1.0%	
Operating Margin	>1% but <2%	2.0%	2.5%	-1.2%	
Revenue not collected within 30 days (current)	≤ 5%	6.0%	N/A	30%	
Revenue not collected within 60 days (current)	≤ 2.5%	3.0%	N/A	23%	
Revenue not collected within 90 days (current)	≤ 1.0%	1.0%	N/A	N/A	

<i>Human Resources Indicator</i>	<i>Benchmark/ Target</i>	<i>Q4 Jan-Mar</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>
Voluntary Turnover	≤ 1% of total staff with active status /quarter	0.95%	11.58% *covid	2.32%	
Involuntary Turnover	≤ 1% of total staff with active status/quarter	0.57%	3.5%	0.53%	

<i>Nursing Indicator</i>	<i>Benchmark/ Target</i>	<i>Q4 Jan - Mar</i>	<i>Q1 Apr -June</i>	<i>Q2 July - Sept</i>	<i>Q3 Oct - Dec</i>
Absenteeism	≤ 7.0%/quarter	9.01%	4.57%	9.55%	
Prevalence Pressure Wounds	≤20%/quarter	12.61% (3@stage 1) (5@stage 2) (3@stage3) (2@stage4) (1 Unstageable)  N=14	12.72% (3@ stage 1) (11@ Stage2) (6@ Stage 3) (2@ Stage 4) (1 non-stageable)  N=14	10.61% (2@stage1) (5@stage2) (3@stage3) (2@4stage)  N=12	
Incidence of Pressure Wounds developed in Quarter	≤10%/quarter	0.0%	0/0%	0%	
Incidence of Pressure Wounds developed since admission to SVM	≤ 10% of total population (Added for Q4)	5.3% (4 @ Stage 2) (2@ Stage 3)	12.72%	N/A	
Hand Hygiene Compliance	≥90 %/ quarter	89%	97.5%	98.9%	

(M1/M4)					
<b>Nursing Indicator</b>	<b>Benchmark/ Target</b>	<b>Q4 Jan- Mar</b>	<b>Q1 Apr - June</b>	<b>Q2 July - Sept</b>	<b>Q3 Oct - Dec</b>
Fall Rate /1000 Bed Days	≤ 9%/quarter	3.89% N=40	4.9% N=45	4.5% N=41	
UTI's	≤ 5% /quarter	14.4% (n=14)	7.27%	10%	
%Respiratory Infections/ Pneumonia	≤2%/quarter	9.0%	5.45%	0.0%	
Influenza-Like Illness (ILI)	≤2%/quarter	0.0%	0.0%	0.0%	

<b>Recreation Indicators</b>	<b>Benchmark/ Target</b>	<b>Q4 Jan - Mar</b>	<b>Q1 Apr – June</b>	<b>Q2 July - Sept</b>	<b>Q3 Oct - Dec</b>
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<b>Absenteeism</b>	<b>≤ 5%/quarter</b>	<b>10.24%</b>	<b>4.97%</b>	<b>0.34%</b>	
<b>Single Resident with No participation</b>	<b>&lt; 1% of total number or residents/quarter</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>Single Resident Participating in ≤ 10 Activities</b>	<b>≤20%/quarter</b>	<b>8.8%</b>	<b>0.0%</b>	<b>3.03%</b>	
<b>Single Resident Participation in 10 or more activities</b>	<b>≥80 %/quarter</b>	<b>91.2%</b>	<b>100%</b>	<b>96.97%</b>	

<i>Restorative Services Indicator</i>	<i>Benchmark/ Target</i>	<i>Q4 Jan - Mar</i>	<i>Q1 Apr - June</i>	<i>Q2 July -Sept</i>	<i>Q3 Oct - Dec</i>
Residents on PEP	≥15% of Total Residents/quarter	17.7%	17.1%	18.9%	
Residents who Self-Ambulate (independent or with a device}	≥35% of Total Residents/quarter	41%	43%	42%	
V4 Mattress Use for Residents with PURS ≥4	≥80% with PURS ≥4/quarter	75%	91%	91%	
Resident ADL long and short combined scores maintained	>50% of Total Residents/quarter	85%	70%	84%	

<i>Corporate Indicator</i>	<i>Benchmark/ Target</i>	<i>Q4 Jan- Mar</i>	<i>Q1 Apr - June</i>	<i>Q2 July - Sept</i>	<i>Q3 Oct -Dec</i>
Absenteeism Leadership Team	≤ 5%/quarter	4.41%	0.5%	3.03%	
Lost Resident Days/quarter	≤ 75 days/quarter	182	342	917	
No. Residents place within DHW 5 day standard	≥ 98%/quarter	21.43%	0.0%	0.0%	
Resident Incident Rate	≤ 45 incidents /quarter	56	47	62	

<b>Staff Incident Rate</b>	<u>&lt; 10 incidents /quarter</u>	<b>6</b>	<b>11</b>	<b>9</b>	
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