### Client Complexity

<table>
<thead>
<tr>
<th>Domain</th>
<th>Indicator</th>
<th>Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Reasons for Admission</td>
<td>% of clients admitted with more than one reason for admission</td>
<td></td>
<td>People admitted to an inpatient bed often present with serious and complex mental disorders. They may be admitted for a number of reasons and have multiple mental health conditions at the time of admission. This indicator is a way to look at the complexity of the treatment required for patients at the time of admission without relying on a diagnosis, which may not be a reliable indicator for admission inclusion: inability to care for self, risk of harm to self or others, and various specific symptoms.</td>
</tr>
<tr>
<td># of Psychiatric Diagnoses</td>
<td>% of clients with more than one psychiatric diagnosis at discharge</td>
<td></td>
<td>The percent of individuals with more than one type of mental health diagnosis is a reflection of the complexity of the patient's condition and the need for comprehensive care.</td>
</tr>
<tr>
<td># of Medical Diagnoses</td>
<td>% of clients with more than one medical diagnosis at discharge</td>
<td></td>
<td>Mental health patients often have medical conditions that need to be treated. Providing effective care for both physical and mental health conditions can be challenging.</td>
</tr>
<tr>
<td>Self Care Index</td>
<td>% of clients with improved self care index score from admission to discharge</td>
<td>The Self Care Index (SCI) reflects a patient's risk of developing new symptoms or flare-up that can affect mental health. It is calculated using factors such as daily decision-making, insight into one's own mental health, decreased anxiety, and increased thought process and expression (i.e., making a self-focused plan).</td>
<td></td>
</tr>
<tr>
<td>Overall Change in Care Needs</td>
<td>% of clients with reported improvements or marked improvement in a care need</td>
<td></td>
<td>This indicator is intended to evaluate the overall change in the patient's mental health status as compared to 30 days, 90 days, or six months after discharge.</td>
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</tbody>
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### Client Outcomes

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<tr>
<td>Client Safety</td>
<td>Readmission Rate</td>
<td>% of clients admitted to the same hospital within 30 days of discharge (excludes patients who stayed for &gt;30 days)</td>
<td>This indicator assesses the percentage of patients who are re-admitted to the same hospital within 30 days of discharge. It measures the hospital's performance in terms of length of stay and re-admissions.</td>
</tr>
<tr>
<td>Client Experience</td>
<td>Client Experience Inpatient Survey</td>
<td>% of clients re-admitted to the hospital</td>
<td>This indicator focuses on client perceptions of the quality of care provided by the hospital, as measured by the Ontario Hospital Association's (OHA) Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.</td>
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<td>No Use of Control Interventions</td>
<td>Prevalence of non-use of control interventions – percentage of patients whose admission assessment indicated that medications were not used at any point during the admission period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unavoidable Loss of Absence Days (ULOADs)</td>
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<td>Medication Incidents per 1000 Patient Days</td>
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<td></td>
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</tr>
<tr>
<td>Inpatient Medication Reconciliation on Admission</td>
<td>% of inpatient medication reconciliations completed on admission during the period</td>
<td></td>
<td>Medication reconciliation is a systematic and comprehensive review of all the medications a person is taking to ensure that medications being added, changed, or discontinued are accurately accounted for and documented.</td>
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<tr>
<td>Alternate Level of Care</td>
<td>Alternate Level of Care days</td>
<td></td>
<td>An 'alternate level of care (ALC)' designation is made when a person has recovered enough to no longer require hospital services but cannot be discharged because the appropriate level of care is not currently available in the community. A person who has been designated ALC may be awaiting transfer for more intensive rehabilitation or for admission to a long-term care facility.</td>
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<tr>
<td>Lost Time Injury Frequency (LTIF)</td>
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<td></td>
<td>This indicator represents the number of injuries that occur on the job and result in time lost per 100 employees.</td>
</tr>
<tr>
<td>Absenteeism Rate</td>
<td>% of paid sick hours for employees</td>
<td></td>
<td>This indicator represents the number of paid sick hours taken by employees.</td>
</tr>
<tr>
<td>Balanced Budget</td>
<td>% of balanced budgets in last 5 years</td>
<td></td>
<td>This indicator reflects the hospital's financial performance and demonstrates its ability to manage resources effectively.</td>
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