

## Geriatric Fracture Management Program: Balanced Scorecard

ICD-9 - 79.05, 79.15, 79.25, 79.35, 81.52

Core Program Indicators are Bold

Process	Indicators	Target	SSH Baseline	FY12 Q2	FY12 Q3	FY12 Q4	FY13 Q1	FY13 Q2	FY13 Q3	FY13 Q4	FY14 Q1	FY14 Q2	FY14 Q3
ED Arrival to OR (average in hours)		24.0	29.3	<b>27.0</b>	<b>30.3</b>	<b>31.0</b>	<b>30.0</b>	<b>25.0</b>	<b>22.0</b>	<b>27.0</b>	<b>26.2</b>		
% Cases where GFM Admission Order Set Initiated		100%	na	<b>35%</b>	<b>33%</b>	<b>59%</b>	<b>62%</b>	<b>85%</b>	<b>86%</b>	<b>85%</b>	<b>90%</b>	<b>81%</b>	<b>86%</b>
Length of Stay (average in days)		4.5	5.7	<b>5.4</b>	<b>5.4</b>	<b>5.4</b>	<b>5.8</b>	<b>5.5</b>	<b>6.0</b>	<b>6.0</b>	<b>6.4</b>	<b>6.1</b>	<b>6.4</b>
% Cases with ED-OR < 36°		<b>80%</b>	70%	<b>80%</b>	<b>64%</b>	<b>78%</b>	<b>76%</b>	<b>85%</b>	<b>90%</b>	<b>89%</b>	<b>82%</b>	<b>79%</b>	<b>74%</b>
% Cases with ED-OR < 48°		<b>100%</b>	84%	<b>85%</b>	<b>86%</b>	<b>91%</b>	<b>86%</b>	<b>92%</b>	<b>96%</b>	<b>89%</b>	<b>94%</b>	<b>89%</b>	<b>86%</b>
ED LOS - average in hours			9.2	<b>8</b>	<b>8.62</b>	<b>8.43</b>	<b>8.3</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8.49</b>	<b>tba</b>	<b>tba</b>
Seen in ED by Ortho		<b>85%</b>	81%	<b>79%</b>	<b>76%</b>	<b>85%</b>	<b>67%</b>	<b>89%</b>	<b>77%</b>	<b>79%</b>	<b>84%</b>	<b>tba</b>	<b>tba</b>
<b>Quality Indicators</b>													
Mortality Rate (in-house)		1.5%	2.0%	<b>2.9%</b>	<b>6.6%</b>	<b>2.1%</b>	<b>1.6%</b>	<b>4.8%</b>	<b>2.0%</b>	<b>3.5%</b>	<b>1.4%</b>	<b>tba</b>	<b>tba</b>
% Cases with Surgical Complication (ICD Diagnosis Code 996.00-999.99)				<b>3.5%</b>	<b>4.0%</b>	<b>4.0%</b>	<b>4.0%</b>	<b>4.0%</b>	<b>5.0%</b>	<b>5.0%</b>	<b>tba</b>	<b>tba</b>	<b>tba</b>
% Readmitted ≤ 30 Days Related to Fracture Admission or				<b>16.3%</b>	<b>9.1%</b>	<b>12.7%</b>	<b>13.3%</b>	<b>11.5%</b>	<b>11.9%</b>	<b>12.0%</b>	<b>11.9%</b>	<b>tba</b>	<b>tba</b>
% Readmitted ≤ 30 Days All Cause		<b>9.5%</b>		<b>16.3%</b>	<b>9.1%</b>	<b>12.7%</b>	<b>13.3%</b>	<b>11.5%</b>	<b>11.9%</b>	<b>12.0%</b>	<b>11.9%</b>	<b>tba</b>	<b>tba</b>
% Cases Referred to Bone Health for Follow-up		<b>75%</b>		not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked
% Patient Satisfaction Score - Pain Control (all inpt ortho)		75%		<b>83.0%</b>	<b>71.0%</b>	<b>93.0%</b>	<b>92.0%</b>	<b>99.0%</b>	<b>93.0%</b>	<b>30.0%</b>	<b>47.0%</b>	<b>99.0%</b>	<b>43.0%</b>
% Patient Satisfaction Score - Overall Stay (all inpt ortho)		75%		<b>42.0%</b>	<b>97.0%</b>	<b>88.0%</b>	<b>93.0%</b>	<b>94.0%</b>	<b>81.0%</b>	<b>89.0%</b>	<b>91.0%</b>	<b>91.0%</b>	<b>88.0%</b>
% Patients with UTI				<b>17%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>	<b>10%</b>	<b>3.5%</b>	<b>0%</b>	<b>tba</b>	<b>tba</b>
	Target	SSH Baseline											
<b>Demographic Indicators</b>													
Volume of GFM Cases		200/yr	191	<b>34</b>	<b>45</b>	<b>47</b>	<b>61</b>	<b>66</b>	<b>59</b>	<b>57</b>	<b>67</b>	<b>64</b>	<b>70</b>
Average Patient Age years		na	83.8	<b>84.8</b>	<b>84.5</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>tba</b>	<b>tba</b>
Percent Female		na	73%	<b>82%</b>	<b>78%</b>	<b>87%</b>	<b>93%</b>	<b>68%</b>	<b>76%</b>	<b>74%</b>	<b>78%</b>	<b>tba</b>	<b>tba</b>
	Target	SSH Baseline											
<b>Surgical Indicators</b>													
Estimated Blood Loss (EBL) (average) (cc)				<b>171.4</b>	<b>149</b>	<b>129</b>	<b>159</b>	<b>154</b>	<b>130</b>	<b>136</b>	<b>199</b>	<b>tba</b>	<b>tba</b>
Length of Surgery (average in minutes)				<b>67</b>	<b>60</b>	<b>64</b>	<b>67</b>	<b>62</b>	<b>59</b>	<b>65</b>	<b>68</b>	<b>tba</b>	<b>tba</b>