



SickKids®

BY THE NUMBERS 2020-21



BY THE NUMBERS

CLINICAL CARE

INPATIENT ACTIVITY

256.9	Average number of beds occupied daily
6.43	Average length of stay (in days)
14,560	Admissions
14,518	Discharges
93,782	Patient days

OUTPATIENT ACTIVITY

45,566	Emergency visits
183,486*	Total clinic visits (clinic visits, medical day care and telemedicine/virtual visits)
229,052	Total ambulatory visits

OPERATING ROOM CASES

5,917	Inpatient and same-day admit cases
3,969	Outpatient cases
9,886	Total OR cases

STAFF, STUDENTS, TRAINEES, AND VOLUNTEERS

HOSPITAL OPERATIONS AND CLINICAL CARE

3,619	Health-care professionals
2,996	Management and support
469	Physicians

RESEARCH STAFF

276**	Scientists
394***	Project Investigators and Team Investigators
762	Research staff (primarily grant funded)
219	Research Operations staff
145	Core Facilities research staff

STUDENTS AND TRAINEES

248	Research fellows
592	Research graduate students
137	Research students
1,274	Medical Affairs residents and fellows
468	All other clinical and corporate trainees

VOLUNTEERS

882****	Registered volunteers
270	Women's Auxiliary Volunteers (WAV)

TOTAL STAFF AND VOLUNTEERS

12,751

*Clinic visits exclude diagnostic imaging, allied health, research and administration.

**Of these, 170 are both researchers and clinicians, reflected in the clinical staff numbers above.

***Staff who spend less than 50 per cent of their time on research activities are also counted within Hospital Operations and Clinical Care numbers.

****Most volunteer programs paused due to the pandemic. Of these, 158 volunteers were active on site or remotely, with the balance on leave of absence until volunteer programs and recruiting resume.

BY THE NUMBERS CONTINUED

OUTPATIENT VIRTUAL CARE

- Total number of outpatient virtual visits: **97,518**
- **40%** of outpatient visits were virtual

COVID-19 TESTING

- Total number of COVID-19 specimens tested: **262,106**
- Ramped up testing to **6,000** specimens/day from 100/day

CLINICAL CARE — QUALITY IMPROVEMENT PLAN INDICATORS

Our Quality Improvement Plan (QIP), which outlines our quality and safety priorities, represents our commitment to ensuring the care and services we provide are accessible, effective, safe, patient-centred and promote an integrated health system. In accordance with the *Excellent Care for All Act*, we post our QIP publicly and submit it to the provincial government to improve care across the health system. Data reported is based on the calendar year (January to December 2020). Read the latest progress report [here](#).

QUALITY THEME	INDICATOR	2020 PERFORMANCE	2021 TARGET
Timely and Efficient Transitions	Time to inpatient bed from ED (hours)	3.37	7.0
	Virtual outpatient visits (percentage of total)	41% (April to Dec. 2020)	>30%
Patient-Centred Service Excellence	Inpatient caregiver communication survey (positive response rate)	67%	68%
Safe and Effective Care	Total number of workplace violence incidents reported by staff	131	178
	Rate of potentially preventable Hospital Acquired Conditions (HAC) including one additional harm metric (per 1,000 patient days)	1.21	1.15
	Serious Safety Event Rate (per 10,000 adjusted patient days)	0.94	0.69
	Compliance to Connected Care hospital to home transition program (percentage of patients discharged with full package)	66%	80%