



CORPORATE SCORECARD 2020/2021

Vision: Exceptional Care. Always.

Mission: Our health care team collaborates to provide exceptional patient centered care

Values: *ICARE Integrity - Compassion - Accountability - Respect - Engagement*

Instructions: Clicking on the indicator takes the user to additional supporting details.

PATIENT INSPIRED CARE					
Indicator	Reference	Q1	Q2	Q3	Q4
CAM Administration	Senior Friendly	G	G	G	G
Complaints Acknowledged	Board	G	G	G	Y
Falls per 1,000 Patient Days	Senior Friendly	G	R	G	Y
Patient Experience Survey: Information	QIP	R	Y	Y	Y
Readmissions within 30-Days for Select HIG Conditions	HSAA	Y	R	G	G
Repatriate Patients within 48-Hours Rate	HSAA	R	R	R	R
Repeat ED Mental Health Visits	QIP/HSAA/MSAA	R	G	G	G
Repeat ED Substance Abuse Visits	HSAA/MSAA	G	G	G	R
Same Day Discharge to Home Care Rate	HSAA	G	Y	Y	R

Results:

Metric underperforming target
Metric within 10% of target
Metric equal to or outperforming target
Data not available

R
Y
G
N/A

PARTNERING FOR PATIENT SAFETY AND QUALITY OUTCOMES					
Indicator	Reference	Q1	Q2	Q3	Q4
Actual LOS to HIG Expected LOS Rate	Board/OPT	Y	Y	R	Y
Clostridium Difficile (C.Diff) Incidence	HSAA/MoHLTC	G	G	R	R
Discharge Summary Sent to Primary Care Within 48 Hours	QIP	G	Y	G	Y
Elective Repeat Low Risk C-Section (>37weeks) Rate	HSAA/Board	G	G	G	G
Emergency Visits - Wait Time for Inpatient Bed (TIB)	QIP/OPT	G	Y	R	R
Emergency Visits - Wait Time for Non-Admitted High Acuity	HSAA/OPT	G	G	G	G
Emergency Visits - Wait Time for Non-Admitted Low Acuity	HSAA/OPT	Y	R	R	R
Incomplete Charts	Board	G	G	R	R
Indication of Induction Post-Dates (<41 Weeks) Rate	HSAA	G	G	G	G
Inpatients Receiving Care in Unconventional Spaces/Day	QIP	G	G	G	G
Medication Reconciliation on Discharge Rate (ROP)	QIP/Accreditation	Y	Y	Y	Y
Inpatient PODS (Patient Oriented Discharge Summary) Rate	Board	Y	Y	G	Y
Smoking Cessation Rate	HSAA	G	G	G	G
Wait Time - CT Scans	HSAA	R	R	R	R
Wait Time - Hip Replacement	HSAA	R	R	R	R
Wait Time - Knee Replacement	HSAA	R	R	R	R
Wait Time - MRI Scans	HSAA	R	R	R	R

Overall Indicator Performance:

% Indicators equal to or outperforming targets:
% Indicators within 10% of targets:
% Indicators underperforming targets:

	Q1	Q2	Q3	Q4
% Indicators equal to or outperforming targets:	53%	41%	47%	34%
% Indicators within 10% of targets:	22%	31%	16%	28%
% Indicators underperforming targets:	25%	28%	38%	38%

Reference Definitions:

Accreditation - Accreditation Canada
Board - Board Directed
HSAA - Hospital Services Accountability Agreement
MoHLTC - Public Reporting Requirement; Ministry directive
MSAA - Multi-Sector Service Accountability Agreement
OPT - (Annual) Operating Plan Target
Senior Friendly - Senior Friendly Initiative (HSAA)
QIP - Quality Improvement Plan

OPERATIONAL EXCELLENCE THROUGH INNOVATION					
Indicator	Reference	Q1	Q2	Q3	Q4
Current Ratio	HSAA	Y	Y	Y	G
Overtime Rate	HSAA	G	R	R	R
Total Margin	HSAA	R	Y	R	G

OUR TEAM OUR STRENGTH					
Indicator	Reference	Q1	Q2	Q3	Q4
Absenteeism	Board	Y	Y	Y	Y
Indigenous Cultural Awareness	HSAA	G	G	G	G
Workplace Violence Prevention - Incidents	QIP	G	G	G	Y