



## CORPORATE SCORECARD 2019/2020

**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	QIP	G	G	G	G
Falls per 1,000 Patient Days	Senior Friendly	G	Y	G	G
Patient Experience Survey: Information	QIP	G	Y	G	G
Readmissions within 30-Days for Select HIG Conditions	HSAA	G	G	R	G
Repatriate Patients within 48-Hours Rate	HSAA	R	R	R	R
Repeat ED Mental Health Visits	HSAA/MsAA	G	R	G	G
Repeat ED Substance Abuse Visits	HSAA/MsAA	G	G	G	G
Same Day Discharge to Home Care Rate	HSAA	G	G	R	G

**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	G	Y	Y
Clostridium Difficile (C.Diff) Incidence	HSAA/MoHLTC	Y	Y	G	G
Elective Repeat Low Risk C-Section (>37weeks) Rate	HSAA/Board	G	G	G	G
Emergency Visits - Funding Score Performance	OPT	R	R	R	Y
Emergency Visits - Wait Time for Inpatient Bed (TIB)	QIP/OPT	G	G	G	R
Emergency Visits - Wait Time for Non-Admitted High Acuity	HSAA/OPT	R	R	Y	Y
Emergency Visits - Wait Time for Non-Admitted Low Acuity	HSAA/OPT	R	R	R	R
Incomplete Charts	Board	R	G	G	G
Indication of Induction Post-Dates (<41 Weeks) Rate	HSAA	R	G	G	R
Inpatients Receiving Care in Unconventional Spaces/Day	QIP	G	G	G	R
Medication Reconciliation on Discharge Rate (ROP)	QIP/Accreditation	G	G	G	G
Inpatient PODS (Patient Oriented Discharge Summary) Rate	OPT	G	G	G	G
Smoking Cessation Rate	HSAA	G	G	G	G
Wait Time - CT Scans	HSAA	G	Y	R	R
Wait Time - Hip Replacement	HSAA	G	G	G	G
Wait Time - Knee Replacement	HSAA	G	G	G	G
Wait Time - MRI Scans	HSAA	R	G	R	R

**Overall Indicator Performance:**

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

Q1	Q2	Q3	Q4
59%	56%	56%	59%
9%	22%	9%	9%
28%	19%	31%	28%

**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	OPT	G	R	R	R
Total Margin	HSAA	R	Y	G	G

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