



CORPORATE SCORECARD 2024/2025

Vision: Exceptional Care. Always.

Mission: Our 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.

RECOVERY						
Indicator	Reference	Q1	Q2	Q3	Q4	
Clostridium Difficile (C.Diff) Incidence	HSAA/MoHLTC	R	R	G	Y	
Current Ratio	HSAA	Y	Y	G	G	
Emergency Visits - Wait Time for Physician Initial Assessment	QIP	G	R	Y	Y	
Emergency Visits - Wait Time for Non-Admitted High Acuity	HSAA/OPT	G	Y	G	Y	
Emergency Visits - Wait Time for Non-Admitted Low Acuity	HSAA/OPT	G	Y	Y	Y	
Falls per 1,000 Patient Days	Senior Friendly	G	Y	G	Y	
Readmissions within 30-Days for Select HIG Conditions	HSAA	G	G	R	G	
Repeat ED Mental Health Visits*	OPT	G	R	G	R	
Typical Average Length of Stay (ALOS) for Hospitalists	Board/OPT	G	G	Y	Y	
Total Margin	HSAA	R	R	G	G	
Wait Time - CT Scans (Priority 2, 3, 4)	HSAA	G	G	G	R	
**Wait Time - CT Scans (Priority 2, 3)	Board	G	G	G	G	
Wait Time - Long Waiters for All Surgical Procedures*	HSAA	N/A	N/A	N/A	N/A	
Wait Time - MRI Scans (Priority 2, 3, 4)	HSAA	R	R	R	R	
**Wait Time - MRI Scans (Priority 2, 3)	Board	G	G	G	G	

INTEGRATION						
Indicator	Reference	Q1	Q2	Q3	Q4	
ALC Throughput*	HSAA	Y	Y	Y	G	
Incomplete Charts	Board	G	G	G	G	
Medication Scanning Compliance	QIP	R	Y	Y	Y	
Medication Reconciliation on Discharge Rate (ROP)	Accreditation	Y	Y	Y	Y	
Patient Satisfaction Survey	QIP	G	G	G	G	

PEOPLE						
Indicator	Reference	Q1	Q2	Q3	Q4	
Complaints Acknowledged	Board	G	G	G	G	
Equality, Diversity, Inclusion and Anti-Racism Education	QIP	R	R	G	G	
Indigenous Cultural Awareness	HSAA	G	G	G	G	

Results:

Metric underperforming target

R

Metric within 10% of target

Y

Metric equal to or outperforming target

G

Data not available

N/A

Overall Indicator Performance:

% Indicators equal to or outperforming targets:

Q1	Q2	Q3	Q4
64%	41%	64%	50%

% Indicators within 10% of targets:

14%	32%	27%	36%
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% Indicators underperforming targets:

23%	27%	9%	14%
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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