



CORPORATE SCORECARD 2025/2026

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/MoH	G	G	G		
Current Ratio	HSAA	G	G	G		
Emergency Visits - Ambulance Offload Time	QIP	G	G	G		
Emergency Visits - Wait Time for Physician Initial Assessment	QIP	R	R	R		
Emergency Visits - Wait Time for Non-Admitted High Acuity	HSAA/OPT	Y	Y	R		
Emergency Visits - Wait Time for Non-Admitted Low Acuity	HSAA/QIP/OPT	R	R	R		
Falls per 1,000 Patient Days	Senior Friendly	G	R	Y		
Readmissions within 30-Days for Select HIG Conditions	HSAA	G	G	G		
Repeat ED Mental Health Visits*	OPT	R	G	G		
Typical Average Length of Stay (ALOS) for Hospitalists	Board/OPT	G	Y	Y		
Total Margin	HSAA	R	G	G		
Wait Time - CT Scans (Priority 2, 3, 4)	HSAA	R	R	R		
**Wait Time - CT Scans (Priority 2, 3)	Board	G	G	Y		
Wait Time - Long Waiters for All Surgical Procedures*	HSAA	R	R	R		
Wait Time - MRI Scans (Priority 2, 3, 4)	HSAA	R	R	R		
**Wait Time - MRI Scans (Priority 2, 3)	Board	G	G	G		

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

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

Results:

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

R
Y
G
N/A

Overall Indicator Performance:

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

Q1	Q2	Q3	Q4
46%	46%	54%	G
25%	21%	21%	Y
29%	33%	25%	R

Reference Definitions:

- Accreditation - Accreditation Canada
- Board - Board Directed
- HSAA - Hospital Services Accountability Agreement
- MoH - 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