



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	G	G			
Current Ratio	HSAA	G	G			
Elective Repeat Low Risk C-Section (>37weeks) Rate	HSAA/Board	G	G			
Emergency Visits - Wait Time for Inpatient Bed (TIB)	QIP/OPT	R	R			
Emergency Visits - Wait Time for Non-Admitted High Acuity	HSAA/OPT	Y	R			
Emergency Visits - Wait Time for Non-Admitted Low Acuity	HSAA/OPT	R	R			
Falls per 1,000 Patient Days	Senior Friendly	G	G			
Indication of Induction Post-Dates (<41 Weeks) Rate	HSAA	G	G			
Inpatients Receiving Care in Unconventional Spaces/Day	QIP	G	G			
Readmissions within 30-Days for Select HIG Conditions	HSAA	G	G			
Repatriate Patients within 48-Hours Rate	HSAA	R	R			
Repeat ED Mental Health Visits	QIP/HSAA/MSAA	G	G			
Repeat ED Substance Abuse Visits	HSAA/MSAA	G	G			
Typical Average Length of Stay (ALOS) for Hospitalists	Board/OPT	R	Y			
Total Margin	HSAA	R	Y			
Wait Time - CT Scans (Priority 2, 3, 4)	HSAA	R	R			
**Wait Time - CT Scans (Priority 2, 3)	Board	G	G			
Wait Time - Hip Replacement	HSAA	R	R			
Wait Time - Knee Replacement	HSAA	R	R			
Wait Time - MRI Scans (Priority 2, 3, 4)	HSAA	R	G			
**Wait Time - MRI Scans (Priority 2, 3)	Board	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
% Indicators equal to or outperforming targets:	55%	58%	G	G
% Indicators within 10% of targets:	10%	6%	Y	Y
% Indicators underperforming targets:	35%	35%	R	R

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

INTEGRATION						
Indicator	Reference	Q1	Q2	Q3	Q4	
ALC Rate	HSAA	R	R			
Discharge Summary Sent to Primary Care Within 48 Hours	QIP	Y	G			
Incomplete Charts	Board	Y	R			
Medication Reconciliation on Discharge Rate (ROP)	QIP/Accreditation	G	G			
Same Day Discharge to Home Care Rate	HSAA	G	G			

PEOPLE						
Indicator	Reference	Q1	Q2	Q3	Q4	
Complaints Acknowledged	Board	G	G			
Indigenous Cultural Awareness	HSAA	G	G			
Overtime Rate	HSAA	R	R			
Patient Experience Survey: Information	QIP	N/A	N/A			
Smoking Cessation Rate	HSAA	G	G			
Workplace Violence Prevention - Incidents	QIP	G	R			