



CORPORATE SCORECARD 2018/2019

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
Falls per 1,000 Patient Days	Senior Friendly	Y	R	G	G
Patient Experience Survey: Rate Care in ED	QIP	Y	G	G	G
Patient Experience Survey: Information	QIP	G	G	R	Y
Readmission Rate for (QBP) COPD	QIP	G	G	G	Y
Repeat ED Mental Health Visits	MSAA/HSAA	G	G	G	G
Repeat ED Substance Abuse Visits	MSAA/HSAA	G	G	Y	G
Complaints Acknowledged	QIP	G	Y	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

PARTNERING FOR PATIENT SAFETY AND QUALITY OUTCOMES					
Indicator	Reference	Q1	Q2	Q3	Q4
Actual LOS to HIG Expected LOS Rate	Board	R	Y	Y	Y
Breastfeeding Formula Supplementation Rate	OPT	G	G	G	G
Elective Repeat Low Risk C-Section (>37weeks) Rate	HSAA/Board	R	G	G	G
Emergency Visits - Left Without Being Seen (LWBS)	MoHLTC	R	R	R	R
Emergency Visits - Funding Score Performance	OPT	Y	Y	G	G
Incomplete Charts	Board	G	R	Y	R
ROP - Medication Reconciliation on Discharge Rate	QIP/Accreditation	G	G	G	G
Smoking Cessation Rate	HSAA	G	G	G	G
Surgical Safety Checklist Rate	Accreditation/MoHLTC	G	G	G	G
Wait Time - CT Scans	HSAA	Y	G	Y	G
Wait Time - Hip Replacement	HSAA	Y	G	G	G
Wait Time - Knee Replacement	HSAA	R	G	G	G
Wait Time - MRI Scans	HSAA	R	R	R	R
Clostridium Difficile Incidence	MoHLTC/HSAA	Y	G	Y	Y

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:	56%	74%	67%	70%
% Indicators within 10% of targets:	26%	11%	22%	19%
% Indicators underperforming targets:	19%	15%	11%	11%

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	G	G	G	G
Total Margin	HSAA	G	G	G	G

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