



## CORPORATE SCORECARD 2015/2016

**Vision:** A recognized Eastern Counties leader in the provision of exceptional health services.

**Mission:** With our partners, we provide, facilitate and enable safe, high quality health services and education to the communities we serve; in doing so, we are committed to providing services in both official languages and to the effective management and use of our resources.

**Values:** ICARE - Integrity - Compassion - Accountability - Respect - Engagement

**Instructions:** Clicking on the indicator takes the user to additional supporting details.

HEALTH SYSTEM INTEGRATION					
Indicator	Reference	Q1	Q2	Q3	Q4
ALC - Long-Stay Cases	HSAA	R	R	R	R
ALC - Percentage of ALC Days	HSAA/QIP	Y	G	R	G
CAM Administration	OPT	G	G	G	R
GAP Tool	HSAA	R	R	R	R
Readmission Rates	Board/SIA	G	R	R	G
Readmission Rates for Selected CMG's	HSAA/QIP	G	G	G	G
Repeat ED Mental Health Visits	MSAA	G	Y	G	Y
Repeat ED Substance Abuse Visits	MSAA	R	R	G	R
Trillium Gift of Life Indicator	MoHLTC	G	G	G	G

EXCELLENCE IN QUALITY, PATIENT SAFETY, & SERVICE DELIVERY					
Indicator	Reference	Q1	Q2	Q3	Q4
Actual LOS to Expected LOS Rate	Board/SIA	Y	Y	Y	Y
Emergency Visits - Length of Stay for Admitted Patients	HSAA	G	G	G	R
Emergency Visits - Physician Initial Assessment Times	MoHLTC	G	G	G	R
Emergency Visits - Time to Inpatient Bed	HSAA/QIP/SIA	G	G	G	R
Emergency Visits - Non-Admitted (Low)	HSAA	R	Y	Y	R
Emergency Visits - Non-Admitted (High)	HSAA	Y	Y	Y	R
Hand Hygiene	MoHLTC	G	Y	R	R
Hospital Standardized Mortality Rate	OPT	G	Y	Y	Y
Incomplete Charts	Board	R	R	R	R
QBP - Stroke Patients Discharged on Antithrombotics	QIP	G	G	G	G
QBP - Hip Fracture: Surgery Within 48 Hours	QIP	R	R	G	Y
ROP - Medication Reconciliation at Care Transitions	Accreditation/QIP	N/A	N/A	N/A	N/A
ROP - Venous Thromboembolism Prophylaxis Rate	Accreditation	Y	G	Y	Y
Smoking Cessation Rates	HSAA	G	G	G	G
Wait Time - Cataract Surgery	HSAA	Y	Y	Y	R
Wait Time - CT Scans	HSAA	R	R	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	G	R	R	R
Elective Repeat C-Section Rates	HSAA/Board	R	G	G	G
Formula Supplementation at Discharge Rate	Board	G	G	G	G
Market Share: SD&G Deliveries	OPT	G	G	G	G
Total Caesarean Section Rate	Board	R	R	R	R
Unattended Delivery Rate	Board	G	G	G	G
Central Line Infections	MoHLTC/HSAA	G	G	G	G
Clostridium Difficile Incidence	MoHLTC/HSAA	R	R	R	Y
MRSA Bacteremia Incidence	MoHLTC/HSAA	G	G	G	G
Ventilator Associated Pneumonia	MoHLTC/HSAA	G	G	G	G
VRE Bacteremia Incidence	MoHLTC/HSAA	G	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
56%	49%	53%	40%
12%	19%	14%	16%
33%	33%	33%	44%

**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  
QIP - Quality Improvement Plan  
SIA - Strategy in Action

OUTSTANDING OPERATIONAL & FINANCIAL PERFORMANCE					
Indicator	Reference	Q1	Q2	Q3	Q4
Budget Variance	SIA	R	R	R	R
Current Ratio	HSAA	R	R	R	R
Overtime Rate	SIA	G	G	G	Y
Total Margin	HSAA	R	R	R	G

PEOPLE DEVELOPMENT / WORKPLACE OF CHOICE					
Indicator	Reference	Q1	Q2	Q3	Q4
Absenteeism	Board/SIA	R	R	R	R
Performance Appraisals	OPT	G	Y	G	R
Workplace Violence Prevention - Incidents	QIP	N/A	3	7	9
Workplace Violence Prevention - Near Misses	QIP	N/A	9	6	4