



Mission - Providing high quality patient and family centered care built on collaboration and partnerships.
Vision - Exceptional care and patient experience
Every Patient - Every Time



On Track

Performance indicator has met or exceeded or is not statistically different from the current period.

Caution

Did not meet the current benchmark but has improved or performance has declined.

Warning

Performance indicator did not meet the benchmark and has not improved the period.

Corporate Scorecard: Fiscal Year 2020/21 Data and Goal where available

Performance	Performance Indicator	2019/20 Totals	Q1 A-J	Q2 J-S	Q3 O-D	Q4 J-M	2020/21 Target	Alignment Strategic Plan/ Op Plan/ QIP/ H-SAA	Responsibility	Actions/ Comments
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Strategic Aim I Patient and Family Experience

Patient-Centred	Acute Care Patient Satisfaction Survey (NRC overall)	70.0%	63.6%*				80%	Operational Plan	Sr. Leadership/Management Team	Likely due to a very low sample size due to COVID-19.
	Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?	92.0%	85.0%				95%	QIP	VP Clinical Services/CNE Management Team	
	Percentage of patients discharged from hospital for which discharge summaries are delivered to Primary Care Providers within 48 hours of discharge	95.0%	98.0%				100%	QIP	VP Clinical Services/CNE Management Team	

Strategic Aim II Quality & Safety

Performance Indicator	2019/20 Totals	Q1	Q2	Q3	Q4	2020/21 Target	Alignment	Responsibility	Actions/Comments
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Timeliness	90th Percentile for Priority 2,3 & 4 cases completed within access targets for hip replacements	96%	64%*					HSA	VP Clinical Services/CNE Manager OR	* COVID19 eliminated access to elective hip cases for all 2.5/3 months; some urgent cases were prioritized and completed
	Percent of Priority 2,3 & 4 cases completed within access targets for knee replacements	97%	0%*					HSA	VP Clinical Services/CNE Manager OR	* COVID19 eliminated access to elective knee cases for all 2.5/3 months
	Average number of in-patients receiving care in unconventional spaces or ER stretchers per day	1.5 per day	0 patients				0.5	QIP	VP Clinical Services/CNE Manager ER	
	90th Percentile ED LOS for non admitted high acuity (CTAS1-3)	5.42hrs	5.75hrs				4.9 hours	HSA	VP Clinical Services/CNE and Manager of ER	
	90th Percentile for ED LOS for non admitted CTAS IV-V	3.95hrs	3.72hrs				3.5 hours	HSA	VP Clinical Services/CNE and Manager of ER	
	Time patients left the ED for admission to inpatient bed or operating room	9.92hrs	2.85 hours				6 hours	QIP	VP Clinical Services/CNE Manager ER	
	Percent of Priority 2,3 & 4 cases completed within access targets for CT	90%	81%				90%	HSA	VP Clinical Services/ CNE Manager DI	
Performance Indicator	19/20	Q1	Q2	Q3	Q4	2020/2021 Target	Alignment	Responsibility	Actions/Comments	
Safety	Medication Reconciliation at discharge	CB	76%				80%	QIP	VP Clinical Services/CNE, Manager Professional Practice	
	Number of workplace violence incident reports submitted by staff	60	63				65 Reports	QIP	VP Clinical Services/CNE, Human Resources Manager	
	Absenteeism (days per FTE) (does not include LCSS, LCMH)	2.1 Days/FTE	1.08 days				2.0 Days/FTE	OHA Benchmark	VP Clinical Services/CNE Manager HR	

Strategic Aim III Engagement

	Performance Indicator	19/20	Q1	Q2	Q3	Q4	2020/2021 Target	Alignment	Responsibility	Actions/Comments
Effective	Percentage of unscheduled, repeat ER visits following an ER visit for a mental health condition	CB	17 Repeat Visits				20 Repeat Visits	QIP	VP Clinical Services/CNE and Manager of ER / LCMH	
	Percentage of ALC days	38.00%	34%				30%	HSAA/QIP	VP Clinical Services CNE Manager of Professional Practice	
	Percent of patients with life threatening, progressive illnesses have a palliative care assessment completed	80.00%	81%				90%	QIP	VP Clinical Services/CNE Manager of Professional Practice	
	QBP - Elective (901)	91%	1%				100.0%	HSAA	VP Clinical Services/CNE Manager OR	* COVID19 eliminated access to all elective cases for 2.5/3 months
	QBP - Non-Elective (417)	100%	26%				100.0%	HSAA	VP Clinical Services/CNE Manager OR	* COVID19 necessitated urgent/emergent access for care for non-elective cases only for 2.5/3 months
	QPB Cancer Surgery (84)	76%	13%				100.0%	HSAA	VP Clinical Services/CNE Manager OR	* COVID19 eliminated access to elective cancer cases for all 2.5/3 months
	QBP Endo (2,235)	92%	7%				100.0%	HSAA	VP Clinical Services/CNE Manager OR	* COVID19 eliminated access to elective endo cases for all 2.5/3 months
	Bundled Funding Hips/Knees (342)	98%	8%				100.0%	HSAA	Sr. Leadership/Management Team	

Strategic Aim IV Sustainability

	Performance Indicator	19/20	Q1	Q2	Q3	Q4	2020/2021 Target	Alignment	Responsibility	Actions/Comments
Our Financial Commitments	Total Margin	2.09%	0.21%				0.27%	H-SAA	VP Corporate Services & CFO	
	Current Ratio	0.35	0.36				0.37	H-SAA	VP Corporate Services & CFO	