



Vision - Exceptional care, Every Person, Every Time
Mission - Committed to exceptional healthcare, respect for the diversity of the people we serve, continuous improvement in the delivery of care and maintaining strong partnerships.
April 2016- March 2017

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 within 10% of target.
Warning	Performance indicator did not meet the benchmark in the period and results are outside of 10% of target.

Performance																				
Quality & Safety	Performance Indicator	2015/16 Totals	April	May	June	Q1 A-J	July	August	Sept	Q2 J-S	Oct	Nov	Dec	Q3 O-D	2016/17 Target	Trend	References Strategic Plan/ Op Plan/ QIP/ H-SAA	Reporting Entity	Responsibility	Actions/ Comments
	% of Admitted Patients Transferred to In-patient bed within 8 hours	66%	68%	71%	66%	69%	70%	78%	70%	73%	59%	74%	59%	64%	60%	↘	Performance Scorecard	Board Quality & Safety		
	% of Non-Admitted High Acuity Patients Treated and Released within 8 hours	98%	98%	99%	99%	98%	99%	98%	98%	98%	98%	99%	98%	99%	90%	→	Performance Scorecard	Board Quality & Safety		
	% of Non-Admitted Low Acuity Patients Treated and Released within 4 hours	95%	94%	97%	92%	94%	98%	98%	96%	97%	96%	96%	95%	96%	90%	↘	Performance Scorecard	Board Quality & Safety		
	In-house survey: provide the % response to a summary question such as the "Willingness of patients to recommend the hospital to friends or family"	92.3%	93.3%	92.5%	97.9%	94.9%	92.6%	93.5%	94.4%	93.5%	89.3%	97.3%		93.8%	85%	↗	QIP, Performance Scorecard	Board Quality & Safety		
	CDI rate per 1,000 patient days.	0.24	0.69	0.66	0.34	0.57	0.00	0.37	0.36	0.233	0.00	0.00	0.00	0.00	0.22	↘	QIP/ HQO MOH/ H-SAA/ Performance Scorecard	Board Quality & Safety		
	CT Wait Times: 90th percentile completed within 28 day target (Priority 4 only)	28	27	23	23	24	24	21	12	21	15	16	14	15	28	↘	Performance Scorecard	Board Quality & Safety		
	Percentages hand Hygiene performed before initial patient/patient environment contact	83%	90.3%	62.0%	52.5%	66.0%	75.6%	77.8%	84.6%	79.4%	72.4%	71.1%	83.3%	76.5%	80%	↗	Performance Scorecard	Board Quality & Safety		
Exceptional People/ Talent Management																				
	The number of sick days per full time FTE, per month	1.01	1.27	1.08	1.05	1.14	0.75	0.80	1.22	1.04	1.24	1.28	1.44	1.14	0.8	↗	Performance Scorecard	Board Quality & Safety, Audit & Finance		
	The number of overtime hours per FTE, per month	3.20	3.05	2.77	2.07	2.64	3.96	3.05	2.58	2.91	3.70	3.08	3.27	3.06	2.0	↘	Performance Scorecard	Board Quality & Safety, Audit & Finance		
Financial Accountability and Sustainability																				
	Total Margin	2.76%	4.50%	-5.15%	4.60%	1.08%	-4.55%	1.82%	-6.53%	-4.96%	-3.29%	11.46%	4.32%	0.99%	-3.26%	↘	H-SAA, Performance Scorecard	Audit & Finance		