



# Sunrise Health Region Balanced Scorecard 2016-17

Reporting Date: March 29, 2017		Target not met Corrective Action Required			100% of Target Monitor		
Alignment With	Better Care Better Teams Better Value Better Health	Performance					
		2016-17 Q1 Apr - Jun	2016-17 Q2 Jul - Sep	2016-17 Q3 Oct - Dec	2016-17 Q4 Jan - Mar	Target p = SK	
<b>QUALITY</b>							
<b>Better Care</b>	<b>Access: Providing timely and equitable services</b>						
	Time Waiting for an in-patient bed will be less than or equal to 18 hours	2.96	3.04	3.87		≤ 18 hrs.	
	% of patients offered surgery within 3 months	99.1%	90.4%	83.0%		100% (p)	
	% of surgery performed within 3 months	98.2%	89.4%	82.4%		100% (p)	
	% of invasive cancer surgeries performed within 3 weeks	100.0%	100.0%	86.6%		100% (p)	
	% of 2850 target volume surgical cases completed	112.1%	70.5%	105.4%		100% (p)	
	Mental Health Benchmarks: Length of Wait Times	Mild	100.0%	100.0%	100.0%		100%
		Moderate	100.0%	100.0%	100.0%		100%
		Severe	100.0%	100.0%	100.0%		100%
		Very Severe	100.0%	100.0%	100.0%		100%
	<b>Efficiency: Making the best use of resources by reducing waste of equipment, supplies, ideas and energy</b>						
	# of patients in acute care awaiting LTC placement (average daily census) <b>Target = March 31, 2017</b> (6.5 beds = 3.5%)	2.7	5.3	3.0		< 6.5 (p)	
	Highest # in the quarter	12	11	9			
	Lowest # in the quarter	1	2	0			
	<b>Safety: Eliminating preventable harm to patients from care that is intended to help them</b>						
	% of Regional Hand Hygiene Compliance Rates	79.7%	77.0%	82.0%		100%	
	% Required Organizational Practice Compliance	100.0%	100.0%	100.0%		100%	
	# Required Organizational Practice Compliance	34	34	34		34	
	% Issue Alerts Reviewed	100.0%	100.0%	100.0%		100%	
	# of Issue Alerts Received	2	0	0			
# Critical Incidents	9	4	1		0		
% Med Rec on Admission Acute	93.3%	96.0%	93.3%		95%		



# Sunrise Health Region Balanced Scorecard 2016-17

Reporting Date: March 29, 2017		Target not met Corrective Action Required			100% of Target Monitor	
Alignment With	<b>Better Care</b> <b>Better Teams</b> <b>Better Value</b> <b>Better Health</b>	Performance				
		2016-17 Q1 Apr - Jun	2016-17 Q2 Jul - Sep	2016-17 Q3 Oct - Dec	2016-17 Q4 Jan - Mar	Target p = SK
Better Health	<b>Client Family Centered:</b> <i>Providing care that is respectful of, and responsive to, individual client preferences needs, values, and beliefs and ensures that customers' values guide all clinical decisions</i>					
	% Vaccine Preventable Disease Immunization Rate for Measles, Mumps, Rubella at the 24 month monitoring interval to increase by 1.25% quarterly from baseline of 73%.	76.5%	77.7%	77.4%		77%
LEARNING AND GROWTH						
Better Teams	<b>Learning:</b> <i>The degree to which individuals obtain, create, share and apply knowledge in order to improve the work environment and improve personal and organizational effectiveness</i>					
	# of staff trained in Kaizen Basics	2884	2951	3014		3540
	# of Staff in LILT training	25	39	48		25
	# of Lean Leader Certified Staff	34	34	36		42
	# of staff trained on Special Care Home Guidelines	296	570	118		1603
	<b>Occupational Health &amp; Safety:</b> <i>the degree to which the risks to employee's physical health, safety and environment have been eliminated</i>					
	# of time loss and medical aide incidents	57	63	42		188
	% of shoulder & back injuries investigated to root cause	93%	100	100		100%
# of Reportable Incidents	10	5	6		0	
FINANCE						
Better Value	<b>Health and Lifestyle Practices:</b> <i>the degree to which healthy lifestyles are enabled and supported in the work environment and practiced</i>					
	Paid Sick Leave Hours per FTE - <b>Target = March 31, 2017</b>	24.8	20.07	24.51		73.0
	<b>Resource Allocation:</b> <i>The extent to which resources are being utilized appropriately and efficiently (resource mix)</i>					
	# Wage-driven premium hours per FTE <b>Target = March 31, 2017</b>	13.54	14.06	12.41		42.0
	<b>Financial Capacity:</b> <i>The ability to achieve a desired financial result; achieving targeted outputs while minimizing required inputs</i>					
	YTD Operating Budget Actual at quarter end	-\$505,216	\$445,929	\$872,777		≥ 0
	Optimize Straight Time	Hours	-1.10%	0.2%	0.6%	
Dollars		-0.80%	2.1%	2.53%		≥ 1%



# Sunrise Health Region Balanced Scorecard 2016-17

Reporting Date: March 29, 2017		Target not met Corrective Action Required			100% of Target Monitor	
Alignment With	<b>Better Care</b> <b>Better Teams</b> <b>Better Value</b> <b>Better Health</b>	Performance				
		2016-17 Q1	2016-17 Q2	2016-17 Q3	2016-17 Q4	Target
		Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	p = SK

The “Balanced Scorecard” is a statistical monitoring report that tracks quantitative measures to assess progress towards targets defined in the Strategic Plan. The Scorecard is updated quarterly and reviewed by the Regional Health Authority. The statistics above include the most up-to-date data available at the time of the report.