

| Reporting Date: | | 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 | |
| QUALITY | | | | | | | |
| Better Care | Access: Providing timely and equitable services | | | | | | |
| | Time Waiting for an in-patient bed will be less than or equal to 18 hours | 2.96 | 3.04 | | | ≤ 18 hrs. | |
| | % of patients offered surgery within 3 months | 99.1% | 90.4% | | | 100% (p) | |
| | % of surgery performed within 3 months | 98.2% | 89.4% | | | 100% (p) | |
| | % of invasive cancer surgeries performed within 3 weeks | 100.0% | 100.0% | | | 100% (p) | |
| | % of 2850 target volume surgical cases completed | 112.1% | 70.5% | | | 100% (p) | |
| | Mental Health Benchmarks: Length of Wait Times | Mild | 100.0% | 100.0% | | | 100% |
| | | Moderate | 100.0% | 100.0% | | | 100% |
| | | Severe | 100.0% | 100.0% | | | 100% |
| | | Very Severe | 100.0% | 100.0% | | | 100% |
| | Efficiency: Making the best use of resources by reducing waste of equipment, supplies, ideas and energy | | | | | | |
| | # of patients in acute care awaiting LTC placement (average daily census) Target = March 31, 2017 (6.5 beds = 3.5%) | 2.7 | 5.3 | | | < 6.5 (p) | |
| | Highest # in the quarter | 12 | 11 | | | | |
| | Lowest # in the quarter | 1 | 2 | | | | |
| | Safety: Eliminating preventable harm to patients from care that is intended to help them | | | | | | |
| | % of Regional Hand Hygiene Compliance Rates | 79.7% | 77.0% | | | 100% | |
| | % Required Organizational Practice Compliance | 100.0% | 100.0% | | | 100% | |
| | # Required Organizational Practice Compliance | 34 | 34 | | | 34 | |
| | % Issue Alerts Reviewed | 100.0% | 100.0% | | | 100% | |
| | # of Issue Alerts Received | 2 | 0 | | | | |
| # Critical Incidents | 9 | 4 | | | 0 | | |
| % Med Rec on Admission Acute | 93.3% | 96.0% | | | 95% | | |



Sunrise Health Region Balanced Scorecard 2016-17

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| Better Health | Client Family Centered: <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% |
| LEARNING AND GROWTH | | | | | | |
| Better Teams | Learning: <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 | | | 3540 |
| | # of Staff in LILT training | 25 | 39 | | | 25 |
| | # of Lean Leader Certified Staff | 34 | 34 | | | 42 |
| | # of staff trained on Special Care Home Guidelines | 296 | 570 | | | 1603 |
| | Occupational Health & Safety: <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 | | | 188 |
| | % of shoulder & back injuries investigated to root cause | 93% | 100 | | | 100% |
| # of Reportable Incidents | 9 | 4 | | | 0 | |
| FINANCE | | | | | | |
| Better Value | Health and Lifestyle Practices: <i>the degree to which healthy lifestyles are enabled and supported in the work environment and practiced</i> | | | | | |
| | Paid Sick Leave Hours per FTE - Target = March 31, 2017 | 24.8 | 20.07 | | | 73.0 |
| | Resource Allocation: <i>The extent to which resources are being utilized appropriately and efficiently (resource mix)</i> | | | | | |
| | # Wage-driven premium hours per FTE Target = March 31, 2017 | 13.54 | 14.06 | | | 42.0 |
| | Financial Capacity: <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 | | | ≥ 0 |
| Optimize Straight Time | -2.07% | 0.4% | | | 2% | |

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.

Quarterly Reports