

**Geraldton District Hospital  
Board of Directors Monthly Indicator Score Card**

2011/12

Indicator	Target	Range	A	M	J	J	A	S	O	N	D	J	F	M	Final
<b>Board</b>															
Attendance	> 70%		80%	70%	90%	-	-								
Meeting Evaluation	> 7.5/10		8.6	-	8.4	-	-								
Annual Performance	> 8.5/10		8.9	-	-	-	-	-	-	-	-	-	-	-	8.9
Education Events Attended	>18/year		5	2	-	-	1								
<b>Financial Health</b>															
*Current Ratio	> 2.0		5.1	4.9	5.0										
*Total Margin	> 0.0		5.3	5.3	5.3										
<b>Patient Access</b>															
*Total Weighted Cases/month	52	44-59	32.4	80.6	28.3	22.9									
Acute Care Days/month	240	204-276	205	340	214	287									
Alternate Level of Care days/month	120	102-138	133	115	99	93									
Eldcap Days/month	573	562-578	570	589	570	589									
CCC Days/month	210	180-213	195	206	210	214									
Ambulatory Care Visits/month	75	64-85	57	65	82	55									
Emerg Visits/month	875	743-990	841	809	787	1108									
*Readmissions/month	1.7	1-2	3	1	2	2									
Total Patient Days	1143	1048-1201	1103	1250	1093	1183									
<b>Patient Safety</b>															
Med. Errors/1000 patient days - LTC	< 6.8		2.6	5.0	10.2	5.1									
Med. Errors/1000 patient days - AC	< 8.5		0	2.2	19.2	10.5									
Falls Incidents/1000 patient days - LTC	< 5.8		1.3	3.8	1.3	6.8									
Falls Incidents/1000 patient days - AC	< 6.8		0	0	9.6	7.9									
*C. Difficile cases/1000 patient days	0		0	0	0	0									
*VRE cases/1000 patient days	0		0	0	0	0									
*MRSA cases/1000 patient days	0		0	0	0	0									
CCC Stage 2 or Greater Skin Ulcers	0	0	4	0	1	2									
Hand Hygiene - before patient contact	100%		100%	100%	100%	100%									
Hand Hygiene - after patient contact	100%		100%	100%	100%	100%									
Hand Hygiene - before aseptic technique	100%		100%	100%	100%	100%									
Hand Hygiene - after body fluid	100%		100%	100%	100%	100%									
<b>Organizational Health</b>															
*% Full-Time Nurses	> 70%		85%	73%	76%	61%									
Paid Sick Time Rate Days/month/FT	< .83		1.68	1.13	1.12	2.20									
Paid Overtime Rate Hours/2000 wkd hrs	< 0.5		0.30	0.35	0.28	0.42									
Employee WSIB Rate LTI/2000 wkd hrs	0		0.0	0.0											
Staff Satisfaction	> 70%														
Patient Satisfaction	> 75%		n/a	84%	84%	78%									

**Board**

*Attendance:* minimum attendance is 70% as per policy  
*Meeting Evaluation:* conducted 5 times per year  
*Annual Performance:* conducted annually in the month of June  
*Educational Events Attended:* minimum is one per Board member plus orientation for all new members

**Financial Health**

*Current Ratio:* the target is determined by the MOHLTC. It is calculated by dividing the short-term liabilities into the short-term assets  
*Total Margin:* the target is determined by the MOHLTC. It is calculated by subtracting the operating expenses from the revenues

**Patient Access**

*Total Weighted Cases:* Number of patient admissions to Acute Care Unit and acuity  
*Total Acute Care Days:* Number of patient days in the Acute Care Unit  
*Total ALC Days:* Number of ALC patient days in the Acute Care Unit  
*Eldcap Days:* Number of patient days in John Owen Evans Residence  
*CCCRUG Days:* Number of patient days in chronic care beds and acuity  
*Ambulatory Care Visits:* Number of patient visits for specialty clinics, foot care and telemedicine visits  
*ER Visits:* Number of patient visits to the Emergency Department  
*Readmissions:* Number of patients readmitted with the same diagnosis  
*Stage 2 Skin Ulcers:* Number of chronic patients with new skin ulcers  
*Total Patient Days:* Total number of patient days for all units (Acute, Chronic and Eldcap)

**Patient Safety**

*Medication Errors/1000 pt days LTC:* Number of errors per 1000 LTC patient days. This includes all errors included in the full process, even though patient health is rarely affected.  
*Medication Errors/1000 pt days AC:* Number of errors per 1000 AC patient days. This includes all errors included in the full process, even though patient health is rarely affected.  
*Falls Incidents/1000 patient days LTC:* Number of incidents per 1000 LTC patient days.  
*Falls Incidents/1000 patient days AC:* Number of incidents per 1000 AC patient days.  
*C. Dif. Cases/1000 patient days:* Number of cases per 1000 patient days.  
*VRE Cases/1000 patient days:* Number of cases per 1000 patient days.  
*MRSA Cases/1000 patient days:* Number of cases per 1000 patient days.  
*Hand Hygiene - before patient contact:* Number of compliant cases compared to total cases observed  
*Hand Hygiene - after patient contact:* Number of compliant cases compared to total cases observed  
*Hand Hygiene - before aseptic technique:* Number of compliant cases compared to total cases observed  
*Hand Hygiene - after body fluid:* Number of compliant cases compared to total cases observed

Not observed (n/o)

**Organizational Health**

*% of Full-Time Nurses:* The target is determined by the MOHLTC  
*Paid Sick Time Rate Days/Month/FT:* The target is based on the provincial average  
*Paid Overtime Rate Hours/2000 wkd hrs:* The target is based on the previous years OT Rate  
*Employee WSIB Rate LTI/2000 wkd hrs:* The target of zero is determined by WSIB (calendar year)  
*Staff Satisfaction:* Grand average, conducted by an external consultant every year (effective 2010)  
*Patient Satisfaction:* New feedback cards implemented in May 2011