

**Geraldton District Hospital
Board of Directors
Monthly Indicator Score Card
2009/10**

Indicator	Goal/Target	A	M	J	J	A	S	O	N	D	J	F	M	Final
Board														
Attendance	>70%	92%	75%	73%	-	-	58%	92%	92%	73%	100%	91%	82%	83%
Meeting Evaluation	>7.5/10	-	-	-	-	-	8.1	-	8.3	-	8.1	-	8.0	8.1
Annual Performance	>8.5/10	-	8.8	-	-	-	-	-	-	-	-	-	-	8.8
Education Events Attended	>14/year	11	2	0	0	0	5	0	5	0	0	0	0	23
Financial Health														
*Current Ratio	>1.0	7.2	6.9	6.0	7.0	7.2	6.2	6.1	7.0	6.4	6.3	6.4	5.1	5.1
*Total Margin	>0.0	5.1	7.7	7.1	6.8	7.1	5.4	5.2	5.7	5.1	5.1	5.2	5.5	5.5
Patient Access														
Total Weighted Cases/month	47.8	20.5	24.3	34.5	103.5	29.9	48.6	47.5	40.5	40.6	36.0	83.8	51.6	46.8
Acute Days/month	358	246	299	343	286	272	346	388	260	253	324	307	318	304
Eldcap Days/month	572	569	571	570	589	589	570	589	570	582	589	532	589	576
CCCRUG Days/month	210	209	211	198	217	217	210	195	210	216	183	177	206	204
Ambulatory Care Visits/month	75	204	93	66	66	54	60	88	78	66	77	79	80	84
Emerg Visits/month	963	798	888	838	798	773	919	916	825	751	914	831	898	845
Readmissions/month	1.7	5	2	3	1	4	2	3	4	4	3	4	1	3
% Chronic Patients with new Stage 2 or Greater Skin Ulcers	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Patient Days	1140	1024	1081	1111	1092	1078	1126	1172	1040	1051	1096	1016	1113	1084
Patient Safety														
Medication Errors/1000 patient days	<5.2	8.8	4.6	9.0	1.8	0.0	8.9	1.7	19.2	7.6	9.1	4.9	6.3	7.0
Falls Incidents/1000 patient days	<5.0	9.7	7.4	1.8	5.5	8.3	7.1	10.2	4.8	6.7	6.4	6.9	9	6.8
C. Difficile cases/1000 patient days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VRE cases/1000 patient days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MRSA cases/1000 patient days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Organizational Health														
*% Full-Time Nurses	>70%	94.1	90.1	89.0	91.5	82.6	98.0	97.0	97.0	93.0	94.0	87.0	95.0	92.4
Paid Sick Time Rate Days/month/FT	<.83	0.41	1.06	0.68	1.10	1.58	1.60	1.57	2.06	3.79	6.99	4.78	6.18	2.60
Paid Overtime Rate Hours/2000 wkd hrs	<0.5	0.48	0.35	0.28	0.36	0.39	0.29	0.31	0.35	0.16	0.23	0.31	0.28	0.32
Employee WSIB Rate LTI/2000 wkd hrs	0	0	0	0	2.6	5.2	4.5	3.8	3.4	4.5	0	13.3	9.0	4.5
Staff Satisfaction	>57.9%		60.7											60.7

* Mandated by the government

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

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 patient days: Number of errors per 1000 patient days. This includes all errors included in the full process, even though patient health is rarely affected.

Falls Incidents/1000 patient days: Number of incidents per 1000 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.

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 second year.