



Board of Directors Monthly Indicator Score Card
2014/2015

Indicator	Target	Range	A	M	J	J	A	S	O	N	D	J	F	M	YTD Final
Board															
Attendance	> 80%		82%	100%	91%	-	-	91%	90%	80%	90%	60%	100%	73%	86%
Meeting Evaluation	> 85%		-	-	85%	-	-	-	79%	-	81%	-	84%	-	82%
Annual Performance	> 85%		-	-	90.4%	-	-	-	-	-	-	-	-	-	90.4%
Education Events Attended	>18/year		5	-	-	-	-	4	4	6	-	3	2	-	24
Strategic Plan - Goals Attained %			-	-	100%	-	-	40%	-	-	50%	-	-	89%	70%
Individual Member Assess. Completed	100%		-	-	-	-	-	-	-	-	-	-	-	-	100%

Financial Health															
*Current Ratio	> 2.0		5.2	6.7	5.3	5.8	4.8	7.1	6.6	7.5	7.5	7.2	7.3	5.8	5.8
*Total Margin	> 0.0		2.8	1.2	0.8	1.8	1.8	1.8	1.8	2.3	1.9	2.8	3.6	2.9	2.9

Patient Access															
*Total Weighted Cases/month	52	44-59	181	38	41	24	40.87	106.5	33.7	48.4	41.6	42.0	35.4	39	56.0
Acute Care Days/month	240	204-276	174	284	290	264	209	225	275	187	237	259	262	262	244
Alternate Level of Care days/month	120	102-138	117	113	81	133	195	170	155	174	170	185	168	216	156
Eldcap Days/month	573	562-578	568	570	570	589	589	555	580	549	589	588	470	522	562
CCC Days/month	210	180-213	210	217	209	217	217	210	217	204	217	209	168	158	204
Ambulatory Care Visits/month	75	64-85	61	105	88	62	69	54	84	71	68	54	69	39	69
Emerg Visits/month	875	743-990	709	762	795	829	803	856	765	786	714	797	728	655	767
*Readmissions/month	1.7	1-2	2	2	2	-	-	-	-	-	-	-	-	-	2
Total Patient Days	1143	1048-1201	1069	1184	1150	1203	1210	1160	1227	1114	1213	1241	1068	1158	1166

Patient Safety															
Med. Errors/1000 patient days - LTC	< 4.5		0	1.3	0	1.3	0.0	1.3	1.3	2.7	1.2	0.0	3.1	1.5	1.1
Med. Errors/1000 patient days - AC	< 8.5		6.9	5.0	8.1	10.1	9.9	5.1	2.3	11.1	9.8	11.3	11.6	2.0	7.8
Falls Incidents/1000 patient days - LTC	< 8.0		2.6	8.9	10	7.4	13.7	6.5	7.5	7.9	2.5	6.3	6.3	2.9	6.9
Falls Incidents/1000 patient days - AC	< 7.5		17.2	5.0	8.1	22.7	17.3	30.4	9.3	13.9	27.0	15.8	16.3	18.8	16.8
*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
Hand Hygiene - Total Compliance	100%		100%	100%	100%	70%	100%	100%	100%	90%	90%	90%	100%	80%	93%
CCC Stage 2 or Greater Skin Ulcers	0		1	0	0	0	0	0	0	1	0	0	0	0	0.2

Organizational Health															
*% Full-Time Nurses	> 70%		75%	78%	68%	68%	65%	68%	70%	68%	64%	72%	65%	71%	69%
Paid Sick Time Rate Days/month/FT	< .83		0.94	0.81	0.42	0.60	0.75	0.76	1.49	1.71	1.80	1.14	1.56	1.16	1.10
Paid Overtime Rate Hours/2000 wkd hrs	< 0.5		0.26	0.47	0.18	0.36	0.39	0.38	0.46	0.36	0.46	0.33	0.42	0.27	0.36
Employee WSIB Rate LTI/2000 wkd hrs	0		0.0	0.0	0.00	1.20	1.07	0.99	0.89	1.67	1.57	0.00	6.40	4.30	4.30
Staff Satisfaction	> 75%		Completed Yearly												
Patient Satisfaction	> 96%		94%	92%	94%	92%	90%	92%	94%	94%	94%	98%	90%	96%	93%

Board

Attendance: minimum attendance is 80% as per policy

Meeting Evaluation: conducted 5 times per year

Annual Performance: conducted annually in the month of June

Educational Events Attended: desire that each Board member attend 1 education event per year with the overall goal of 18, plus orientation for all new members

Strategic Plan - Goals Attained %: *The percentage of strategic plan goals attained in their target month.*

Individual Member Assessment Completed: each voting Board member (11) should complete one/year.

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 and dividing by 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

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.

Stage 2 Skin Ulcers: Number of chronic patients with new skin ulcers

Hand Hygiene - total compliance Number of compliant cases

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 2011). 2011 result was 71%

Patient Satisfaction: New feedback cards implemented in May 2011