

## Our Health Care Report Card

### Surrey Memorial Hospital

Fiscal Period: FP13, 2023/24 - Ending Mar 31, 2024

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
<b>QUALITY AND SAFETY</b>						
1	In-Hospital <i>Clostridioides Difficile</i> Infection (CDI) Incidence	2023/2024	3.3	4.0	◆	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence	2023/2024	3.8	4.0	▲	↓
3	Hand Hygiene Compliance	2023/2024	80%	88.5%	●	↑
4	In-Hospital Sepsis Rate	Apr 1, 2023 - Feb 01, 2024	3.8	5.3	◆	↓
5	In-Hospital Acquired Delirium	Apr 1, 2023 - Feb 01, 2024	7.3	10.9	◆	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr 1, 2023 - Feb 01, 2024	7.3	13.0	◆	↓
7	In-Hospital Acquired Urinary Tract Infection	Apr 1, 2023 - Feb 01, 2024	10.0	17.4	◆	↓
8	Hospital Standardized Mortality Ratio	Apr 1 - Dec 31, 2023	93	97.7	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Emergency Patients Admitted to Hospital Within 10 Hours	2023/2024	65.0%	19.1%	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	2023/2024	44.0	74.5	◆	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr 1 - Jun 30, 2023	0.95	1.11	◆	↓
12	Long Stay Patients	2023/2024	N/A	140.6		↓
13	Alternate Level of Care (ALC) Days	Apr 1, 2023 - Feb 01, 2024	12.9%	8.8%	●	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	2023/2024	95%	85.0%	◆	↑
15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	2023/2024	22.8%	25.3%	◆	↓
<b>STAFF</b>						
16	Nursing and Allied Professional Sick Time	2023/2024	5.8%	6.5%	◆	↓
17	Nursing and Allied Professional Overtime	2023/2024	3.9%	10.5%	◆	↓
18	Lost Time Claims Rate	Apr 1 - Dec 31, 2023	5.3	8.0	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	2023/2024	1.000	1.120	◆	↓

### Surrey Community

1	Worsened Pressure Ulcer in Long Term Care Facilities	Apr 1 - Dec 31, 2023	1.6%	2.6%	◆	↓
2	Hospitalization Rates for Residents (Age 70+)	2022/2023	213.7	224.8	▲	↓
3	Hospital Readmission Rates Overall	Apr 1 - Jun 30, 2023	10.0%	9.5%	●	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr 1 - Jun 30, 2023	13.3%	13.2%	●	↓
5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr 1 - Jun 30, 2023	3,448	2,690	●	↓
6	Low Acuity Emergency Visits by Community	2023/2024	100.0	120.3	◆	↓
7	Home Health Services Provided Within Benchmark Time	2023/2024	50%	63.5%	●	↑
8	Wait Time for Home Health Assessment (RAI-HC)	2023/2024	30.0	10.4	●	↓
9	Admissions to Long Term Care within 30 Days	2023/2024	75%	56.8%	◆	↑
10	Emergency Visits by Home Health Clients	2023/2024	75.8	95.1	◆	↓
11	Emergency Visits by Long Term Care Clients	2023/2024	30.0	55.7	◆	↓

#### KPI Count By Status

Meeting Target	●	7
Within 10% of Target	▲	3
Not Meeting Target	◆	19

#### Notes

All measures reported on YTD (Year-to-Date) basis