

## Our Health Care Report Card

### Surrey Memorial Hospital

Fiscal Period: FP04, 2024/25 - Ending Jul 18, 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	Apr 1 - Jul 18, 2024	3.3	1.9	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence	Apr 1 - Jul 18, 2024	3.8	5.5	◆	↓
3	Hand Hygiene Compliance	Apr 1 - Jul 18, 2024	80%	81.7%	●	↑
4	In-Hospital Sepsis Rate	Apr 1 - May 23, 2024	3.8	4.2	▲	↓
5	In-Hospital Acquired Delirium	Apr 1 - May 23, 2024	7.3	8.0	▲	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr 1 - May 23, 2024	7.3	9.9	◆	↓
7	In-Hospital Acquired Urinary Tract Infection	Apr 1 - May 23, 2024	10.0	15.7	◆	↓
8	Hospital Standardized Mortality Ratio	2023/2024	93	98.3	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr 1 - Jul 18, 2024	65.0%	20.6%	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr 1 - Jul 18, 2024	44.0	81.4	◆	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr 1 - Sep 30, 2023	0.95	1.09	◆	↓
12	Long Stay Patients	Apr 1 - Jul 18, 2024	N/A	151.3		↓
13	Alternate Level of Care (ALC) Days	Apr 1 - May 23, 2024	12.9%	12.6%	●	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr 1 - Jul 18, 2024	95%	84.6%	◆	↑
15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr 1 - Jul 18, 2024	22.8%	19.3%	●	↓
<b>STAFF</b>						
16	Nursing and Allied Professional Sick Time	Apr 1 - Jul 18, 2024	5.8%	6.4%	◆	↓
17	Nursing and Allied Professional Overtime	Apr 1 - Jul 18, 2024	3.9%	10.9%	◆	↓
18	Lost Time Claims Rate	2023/2024	5.3	8.1	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr 1 - Jul 18, 2024	1.000	1.108	◆	↓

### Surrey Community

1	Worsened Pressure Ulcer in Long Term Care Facilities	2023/2024	1.6%	2.7%	◆	↓
2	Hospitalization Rates for Residents (Age 70+)	2023/2024	213.7	223.2	▲	↓
3	Hospital Readmission Rates Overall	Apr 1 - Sep 30, 2023	10.0%	9.7%	●	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr 1 - Sep 30, 2023	13.3%	13.5%	▲	↓
5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr 1 - Sep 30, 2023	3,448	2,598	●	↓
6	Low Acuity Emergency Visits by Community	Apr 1 - Jul 18, 2024	100.0	133.5	◆	↓
7	Home Health Services Provided Within Benchmark Time	Apr 1 - Jul 18, 2024	50%	57.7%	●	↑
8	Wait Time for Home Health Assessment (RAI-HC)	Apr 1 - Jul 18, 2024	30.0	11.7	●	↓
9	Admissions to Long Term Care within 30 Days	Apr 1 - Jul 18, 2024	75%	58.5%	◆	↑
10	Emergency Visits by Home Health Clients	Jul2023-Jun2024	75.8	91.8	◆	↓
11	Emergency Visits by Long Term Care Clients	Jul2023-Jun2024	30.0	56.4	◆	↓

#### KPI Count By Status

Meeting Target	●	8
Within 10% of Target	▲	5
Not Meeting Target	◆	16

#### Notes

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