

## Our Health Care Report Card

### Eagle Ridge Hospital

Fiscal Period: FP11, 201718- Ending Jan 25, 2018

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
<b>QUALITY AND SAFETY</b>						
1	In-Hospital <i>Clostridium Difficile</i> Infection (CDI) Incidence	Apr2017-Jan2018	4.5	2.7	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus Aureus</i> (MRSA) Incidence	Apr2017-Jan2018	7.0	4.1	●	↓
3	Hand Hygiene Compliance	Apr2017-Jan2018	80%	86.1%	●	↑
4	In-Hospital Sepsis Rate	Apr-Sep 2017	2.7	0.0	●	↓
5	Medication Reconciliation at Hospital Admission	Apr-Sep 2017	75%	95.6%	●	↑
6	In-Hospital Acquired Pneumonia Rate (Age 55+)	Apr-Sep 2017	14.0	8.7	●	↓
7	In-Hospital Acquired Urinary Tract Infection Rate (Age 55+)	Apr-Sep 2017	17.6	15.2	●	↓
8	Hospital Standardized Mortality Ratio	Apr-Jun 2017	91	69	●	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Time Spent in Emergency by Admitted Patients	Apr2017-Jan2018	35.5	27.1	●	↓
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr2017-Jan2018	7.0	3.4	●	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Sep 2017	0.95	1.169	◆	↓
12	Long Stay Patients	Apr2017-Jan2018	N/A	40.0		↓
13	Alternate Level of Care Days	Apr-Sep 2017	10.0%	16.8%	◆	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr2017-Jan2018	95%	86.9%	▲	↑
15	Non-emergency Surgeries Waiting Less Than 40 Weeks	Apr2017-Jan2018	95%	96.7%	●	↑
<b>STAFF</b>						
16	Sick Time Rate	Apr2017-Jan2018	5.0%	4.98%	●	↓
17	Overtime Rate	Apr2017-Jan2018	3.0%	3.12%	▲	↓
18	WorkSafeBC (WSBC) Claims Rate	Apr-Jun 2017	7.0	12.1	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr2017-Jan2018	1.000	1.019	▲	↓

### Tricities Community

1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Aug 2017	2.0%	1.2%	●	↓
2	Readmission Rates Utilization (Emergent/Urgent), All Causes	2016/2017	10.0%	9.6%	●	↓
3	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Sep 2017	12.4%	10.9%	●	↓
4	Low Acuity Emergency Visits by Community	Apr2017-Jan2018	105.6	89.0	●	↓
5	Home Health Services Provided Within Benchmark Time	Apr2017-Jan2018	37%	42.5%	●	↑
6	Wait Time for Home Health Assessment	Apr2017-Jan2018	38.2	46.4	◆	↓
7	Admissions to Residential Care within 30 Days	Apr2017-Jan2018	63%	69.3%	●	↑
8	Emergency Visits by Home Health Clients	Dec2016-Nov2017	75.8	89.38	◆	↓
9	Emergency Visits by Residential Care Clients	Dec2016-Nov2017	33.0	35.08	▲	↓

#### KPI Count By Status

Meeting Target	●	18
Within 10% of Target	▲	4
Not Meeting Target	◆	5

#### Notes

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