

## Our Health Care Report Card

### Surrey Memorial Hospital

Fiscal Period: FP01, 201819- Ending May 03, 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	Apr,2018	4.5	1.8	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus Aureus</i> (MRSA) Incidence	Apr,2018	7.0	5.7	●	↓
3	Hand Hygiene Compliance	Apr,2018	80%	83.3%	●	↑
4	In-Hospital Sepsis Rate	Apr-Dec 2017	4.0	3.8	●	↓
5	<b>In-Hospital Acquired Delirium</b>	<b>Apr-Dec 2017</b>	<b>7.3</b>	<b>9.8</b>	◆	↓
6	<b>In-Hospital Acquired Non-Aspiration Pneumonia</b>	<b>Apr-Dec 2017</b>	<b>7.3</b>	<b>11.0</b>	◆	↓
7	<b>In-Hospital Acquired Urinary Tract Infection</b>	<b>Apr-Dec 2017</b>	<b>10.0</b>	<b>8.9</b>	●	↓
8	Hospital Standardized Mortality Ratio	Apr-Sep 2017	91	94	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	<b>Emergency Patients Admitted to Hospital Within 10 Hours</b>	<b>Apr,2018</b>	<b>44.0%</b>	<b>30.0%</b>	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr,2018	50.8	68.0	◆	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Dec 2017	0.95	1.005	▲	↓
12	Long Stay Patients	Apr,2018	N/A	105.6		↓
13	Alternate Level of Care Days	Apr-Dec 2017	10.0%	11.2%	◆	↓
14	<b>Non-emergency Surgeries Completed Within 26 Weeks</b>	<b>Apr,2018</b>	<b>95%</b>	<b>78.7%</b>	◆	↑
15	<b>Non-Emergency Surgeries Waiting Longer Than 26 Weeks</b>	<b>Apr,2018</b>	<b>23%</b>	<b>34.7%</b>	◆	↓
<b>STAFF</b>						
16	Sick Time Rate	Apr,2018	5.0%	4.95%	●	↓
17	Overtime Rate	Apr,2018	2.8%	4.81%	◆	↓
18	<b>Lost Time Claims Rate</b>	<b>Oct-Dec 2017</b>	<b>5.4</b>	<b>8.4</b>	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr,2018	1.000	1.033	▲	↓

### Surrey Community

1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Nov 2017	2.0%	1.3%	●	↓
2	Age-Standardized Hospitalization Rates for FH Residents (Age 70+)	2016/2017	258.3	265.1	▲	↓
3	Readmission Rates Utilization (Emergent/Urgent), All Causes	Apr-Sep 2017	10.0%	10.4%	▲	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Dec 2017	12.0%	12.8%	▲	↓
5	Ambulatory Care Sensitive Conditions Hospital Admissions Rate (Age 75+)	Apr-Dec 2017	3,411	3,715	▲	↓
6	Low Acuity Emergency Visits by Community	Apr,2018	102.7	106.2	▲	↓
7	Home Health Services Provided Within Benchmark Time	Apr,2018	50%	40.1%	◆	↑
8	Wait Time for Home Health Assessment	Apr,2018	38.2	31.0	●	↓
9	Admissions to Residential Care within 30 Days	Apr,2018	75%	86.1%	●	↑
10	Emergency Visits by Home Health Clients	2017/2018	75.8	89.91	◆	↓
11	<b>Emergency Visits by Residential Care Clients</b>	2017/2018	33.0	59.08	◆	↓

#### KPI Count By Status

<b>x</b> New or Modified KPI	Meeting Target	●	9
	Within 10% of Target	▲	8
	Not Meeting Target	◆	12

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