

## Our Health Care Report Card

### Eagle Ridge Hospital

Fiscal Period: FP11, 201819- Ending Feb 07, 2019

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	Apr2018-Jan2019	4.5	1.7	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus Aureus</i> (MRSA) Incidence	Apr2018-Jan2019	7.0	3.4	●	↓
3	Hand Hygiene Compliance	Jul2018-Jan2019	80%	75.7%	▲	↑
4	In-Hospital Sepsis Rate	Apr-Nov 2018	1.5	0.4	●	↓
5	In-Hospital Acquired Delirium	Apr-Nov 2018	4.2	5.6	◆	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Nov 2018	4.9	2.7	●	↓
7	In-Hospital Acquired Urinary Tract Infection	Apr-Nov 2018	7.8	19.5	◆	↓
8	Hospital Standardized Mortality Ratio	Apr-Jun 2018	87	63.6	●	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr2018-Jan2019	44.0%	44.2%	●	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr2018-Jan2019	7.0	3.5	●	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Sep 2018	0.95	1.203	◆	↓
12	Long Stay Patients	Apr2018-Jan2019	N/A	48.4		↓
13	Alternate Level of Care Days (ALC)	Apr-Nov 2018	10.0%	19.5%	◆	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr2018-Jan2019	95%	87.4%	▲	↑
15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr2018-Jan2019	22.8%	18.7%	●	↓
<b>STAFF</b>						
16	Sick Time Rate	Apr2018-Jan2019	5.0%	5.27%	▲	↓
17	Overtime Rate	Apr2018-Jan2019	2.8%	3.85%	◆	↓
18	Lost Time Claims Rate	Jul-Sep 2018	5.4	7.3	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr2018-Jan2019	1.000	1.020	▲	↓

### Tricities Community

1	Worsened Pressure Ulcer in Residential Care Facilities	Apr-Sep 2018	2.0%	0.84%	●	↓
2	Hospitalization Rates for Residents (Age 70+)	2017/2018	257.7	251.1	●	↓
3	Hospital Readmission Rates Overall	2017/2018	10.0%	9.6%	●	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Jun 2018	12.0%	11.4%	●	↓
5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Sep 2018	3,411	2,922	●	↓
6	Low Acuity Emergency Visits by Community	Apr2018-Jan2019	102.7	80.2	●	↓
7	Home Health Services Provided Within Benchmark Time	Apr2018-Jan2019	50%	52.9%	●	↑
8	Wait Time for Home Health Assessment (RAI-HC)	Apr2018-Jan2019	38.2	40.2	▲	↓
9	Admissions to Residential Care within 30 Days	Apr2018-Jan2019	75%	71.5%	▲	↑
10	Emergency Visits by Home Health Clients	Dec2017-Nov2018	75.8	89.25	◆	↓
11	Emergency Visits by Residential Care Clients	Dec2017-Nov2018	30.0	45.97	◆	↓

#### KPI Count By Status

Meeting Target	●	15
Within 10% of Target	▲	6
Not Meeting Target	◆	8

#### Notes

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