

## **Our Health Care Report Card**

Messure Name	Cn	illiwack General Hospital	Fis	Fiscal Period: FP11, 2020/21 - Ending Feb 04, 2021			
In-Hospital Clostridioides Difficile Infection (CDI) Incidence	No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) incidence		QUALITY AND SAFETY					
Hand Hygiene Compliance	1	In-Hospital Clostridioides Difficile Infection (CDI) Incidence	Apr2020-Jan2021	4.5	4.1		•
In-Hospital Sepsis Rate	2	In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence	Apr2020-Jan2021	5.5	2.3		•
In-Hospital Acquired Delirium In-Hospital Acquired Non-Aspiration Pneumonia In-Hospital Acquired Non-Aspiration Pneumonia In-Hospital Acquired Urinary Tract Infection Hospital Standardized Mortality Ratio Apr-Dec 2020 Apr-Dec	3	Hand Hygiene Compliance	Apr2020-Jan2021	80%	82.3%		<b>1</b>
In-Hospital Acquired Non-Aspiration Pneumonia In-Hospital Acquired Urinary Tract Infection Apr-Dec 2020 In-Hospital Acquired Urinary Tract Infection Apr-Dec 2020 Apr-Dec 202	4	In-Hospital Sepsis Rate	Apr-Dec 2020	2.9	2.1		₩
In-Hospital Acquired Urinary Tract Infection Hospital Standardized Mortality Ratio  CAPACITY FOR CARE ACROSS ALL SECTORS  Emergency Patients Admitted to Hospital Within 10 Hours Admitted Patients Waiting for Inpatient Bed Placement Admitted Patients Waiting for Inpatient Bed Placement Apr2020-Jan2021 Apr-Jun 2020 A	5	In-Hospital Acquired Delirium	Apr-Dec 2020	6.9	4.5		•
Hospital Standardized Mortality Ratio  CAPACITY FOR CARE ACROSS ALL SECTORS  Emergency Patients Admitted to Hospital Within 10 Hours  Admitted Patients Waiting for Inpatient Bed Placement  Apr2020-Jan2021  Apr-Jun 2020  Apr-Jun 2020  Apr-Jun 2020  Apr-Dec 2020  Apr-De	3	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Dec 2020	6.8	1.9		4
CAPACITY FOR CARE ACROSS ALL SECTORS  Emergency Patients Admitted to Hospital Within 10 Hours Admitted Patients Waiting for Inpatient Bed Placement Apr2020-Jan2021 Apr2020-Jan2021 Apr3020-Jan2021 Apr3020-J	7	In-Hospital Acquired Urinary Tract Infection	Apr-Dec 2020	10.0	5.9		1
Emergency Patients Admitted to Hospital Within 10 Hours Apr2020-Jan2021 65.0% 32.1% ↑ Admitted Patients Walting for Inpatient Bed Placement Patients Length of Stay Relative to Expected Length of Stay Apr-Jun 2020 0.95 0.93 ↓  Long Stay Patients Apr2020-Jan2021 N/A 20.0 ↓ Alternate Level of Care (ALC) Days Apr-Dec 2020 12.9% 10.0% ↓ Alternate Level of Care (ALC) Days Apr-Dec 2020 12.9% 10.0% ↓ Apr-Dec 2020 12.9% 10.0% ↓ Non-emergency Surgeries Completed Within 26 Weeks Apr2020-Jan2021 95% 87.2% ↓ Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr2020-Jan2021 22.8% 15.4% ↓  STAFF Nursing and Allied Professional Sick Time Apr2020-Jan2021 5.8% 5.3% ↓ Nursing and Allied Professional Overtime Apr2020-Jan2021 3.9% 5.4% ↓ Nursing and Allied Professional Overtime Apr2020-Jan2021 3.9% 5.4% ↓ Nursing and Allied Professional Overtime Apr2020-Jan2021 1.000 1.079 ↓ Budget Performance Ratio Apr2020-Jan2021 1.000 1.079 ↓  ### Budget Performance Ratio Apr2020-Jan2021 1.000 1.079 ↓ ### Hospital Readmission Rates for Residents (Age 70+) Hospital Readmission Rates Overall Apr-Jun 2020 10.0% 13.1% ↓ Hospital Readmission Rates Overall Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Jun 2020 13.3% 25.9% ↓ Home Health Services Provided Within Benchmark Time Apr2020-Jan2021 50% 40.5% ↓ Wait Time for Home Health Assessment (RAI-HC) Apr2000-Jan2021 50% 40.5% ↓ Wait Time for Home Health Assessment (RAI-HC) Apr2000-Jan2021 75% 62.6% ↓  ### Patients with Chronic Conditions Admitted to Hospital Readmission Rate Dec2019-Nov2020 75.8 113.9 ↓ #### Wait Time for Home Health Clients Dec2019-Nov2020 75.8 113.9 ↓ #### Emergency Visits by Home Health Clients Dec2019-Nov2020 75.8 113.9 ↓ #### Emergency Visits by Home Health Clients Dec2019-Nov2020 75.8 113.9 ↓ ######## Emergency Visits by Home Health Clients Dec2019-Nov2020 75.8 113.9 ↓ ####################################	3	Hospital Standardized Mortality Ratio	Apr-Sep 2020	92	91		•
Admitted Patients Waiting for Inpatient Bed Placement Patients Length of Stay Relative to Expected Length of Stay Long Stay Patients Apr-Jun 2020 0.95 0.93		CAPACITY FOR CARE ACROSS ALL SECTORS					
Patients Length of Stay Relative to Expected Length of Stay  Long Stay Patients  Alternate Level of Care (ALC) Days  Apr-Dec 2020  Apr-Dec 20	9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr2020-Jan2021	65.0%	32.1%	•	<b>1</b>
Long Stay Patients  Apr2020-Jan2021  N/A  20.0  Alternate Level of Care (ALC) Days  Non-emergency Surgeries Completed Within 26 Weeks  Non-Emergency Surgeries Waiting Longer Than 26 Weeks  Non-Emergency Surgeries Waiting Longer Than 26 Weeks  Non-Emergency Surgeries Waiting Longer Than 26 Weeks  Apr2020-Jan2021  Apr2020-Jan202	0	Admitted Patients Waiting for Inpatient Bed Placement	Apr2020-Jan2021	8.9	9.1		J
Long Stay Patients  Apr2020-Jan2021  N/A  20.0  Apr-Dec 2020  Apr-Dec 2	1	Patients Length of Stay Relative to Expected Length of Stay	Apr-Jun 2020	0.95	0.93		Ţ
Alternate Level of Care (ALC) Days  Non-emergency Surgeries Completed Within 26 Weeks  Non-Emergency Surgeries Waiting Longer Than 26 Weeks  Apr2020-Jan2021  A	2		Apr2020-Jan2021	N/A	20.0		•
Non-Emergency Surgeries Waiting Longer Than 26 Weeks  STAFF  Nursing and Allied Professional Sick Time Apr2020-Jan2021 Apr-Sep 2020 Apr	3		•	12.9%	10.0%		Į.
Non-Emergency Surgeries Waiting Longer Than 26 Weeks  STAFF  Nursing and Allied Professional Sick Time Apr2020-Jan2021 Apr-Sep 2020 Apr	4	Non-emergency Surgeries Completed Within 26 Weeks	Apr2020-Jan2021	95%	87.2%		<b>1</b>
STAFF  Nursing and Allied Professional Sick Time Apr2020-Jan2021 Apr2020-Jan20	15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr2020-Jan2021	22.8%	15.4%		T.
Nursing and Allied Professional Overtime  Apr2020-Jan2021 3.9% 5.4% ↓  BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr2020-Jan2021 1.000 1.079 ↓  hilliwack Community  Worsened Pressure Ulcer in Long Term Care Facilities  Hospitalization Rates for Residents (Age 70+)  Hospital Readmission Rates Overall  Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)  Patients with Chronic Conditions Admitted to Hospital (Age 75+)  Low Acuity Emergency Visits by Community  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care Clients  Dec2019-Nov2020 75.8 113.9 ↓  KPI Count By Status  KPI Count By Status		STAFF	·				
Lost Time Claims Rate  BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr-Sep 2020	6	Nursing and Allied Professional Sick Time	Apr2020-Jan2021	5.8%	5.3%		1
BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr2020-Jan2021  1.000  1.079  Individual Apr2020-Jan2021	7	Nursing and Allied Professional Overtime	Apr2020-Jan2021	3.9%	5.4%		4
Budget Performance Ratio  Apr2020-Jan2021  1.000  1.079  Inition Apr2020-Jan2021  Inition Apr2020-Jan2021  Inition  Apr2020-Jan2021  Inition  Inition  Apr2020-Jan2021  Inition  Initi	8	Lost Time Claims Rate	Apr-Sep 2020	5.3	7.0	•	•
Hilliwack Community  Worsened Pressure Ulcer in Long Term Care Facilities Hospitalization Rates for Residents (Age 70+) Hospital Readmission Rates Overall Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Patients with Chronic Conditions Admitted to Hospital (Age 75+) Low Acuity Emergency Visits by Community Home Health Services Provided Within Benchmark Time Wait Time for Home Health Assessment (RAI-HC) Admissions to Long Term Care within 30 Days Emergency Visits by Long Term Care Clients  Apr-Sep 2020 1.6% 3.7%  ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓		BUDGET ACCOUNTABILITY					
Hilliwack Community  Worsened Pressure Ulcer in Long Term Care Facilities Hospitalization Rates for Residents (Age 70+) Hospital Readmission Rates Overall Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Patients with Chronic Conditions Admitted to Hospital (Age 75+) Low Acuity Emergency Visits by Community Home Health Services Provided Within Benchmark Time Wait Time for Home Health Assessment (RAI-HC) Admissions to Long Term Care within 30 Days Emergency Visits by Long Term Care Clients  Apr-Sep 2020 1.6% 3.7%  ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	9	Budget Performance Ratio	Apr2020-Jan2021	1.000	1.079		•
Hospitalization Rates for Residents (Age 70+) Hospital Readmission Rates Overall Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Patients with Chronic Conditions Admitted to Hospital (Age 75+) Low Acuity Emergency Visits by Community Home Health Services Provided Within Benchmark Time Wait Time for Home Health Assessment (RAI-HC) Admissions to Long Term Care within 30 Days Emergency Visits by Long Term Care Clients  Apr Jun 2020 13.3% 25.9%  Apr Jun 2020 3,448 2,807  Apr Jun 2020 3,448 2,807  Apr Jun 2020 40.5%  A	h	illiwack Community					
Hospital Readmission Rates Overall  Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)  Patients with Chronic Conditions Admitted to Hospital (Age 75+)  Low Acuity Emergency Visits by Community  Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Apr-Jun 2020  13.3%  25.9%  Apr-Jun 2020  3,448  2,807  40.2.7  40.3.*  Apr2020-Jan2021  50%  40.5%  Apr2020-Jan2021  75%  62.6%  Apr2020-Jan2021  75%  75%  75%  75%  75%  75%  75%  75		Worsened Pressure Ulcer in Long Term Care Facilities	Apr-Sep 2020	1.6%	3.7%		1
Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)  Patients with Chronic Conditions Admitted to Hospital (Age 75+)  Low Acuity Emergency Visits by Community  Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Apr-Jun 2020  3,448  2,807  40.57  40.57  40.5%  ↑  Apr2020-Jan2021  Apr2020-Jan2021  30.0  23.9  ↓  Apr2020-Jan2021  75%  62.6%  ↑  Dec2019-Nov2020  30.0  40.5  ↓  KPI Count By Status	2	Hospitalization Rates for Residents (Age 70+)	2019/2020	247.6	262.8		4
Patients with Chronic Conditions Admitted to Hospital (Age 75+)  Low Acuity Emergency Visits by Community  Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Apr-Jun 2020  3,448  2,807  40.5  40.5%  Apr2020-Jan2021  30.0  23.9  40.5  Apr2020-Jan2021  75%  62.6%  Apr2020-J	3	Hospital Readmission Rates Overall	Apr-Jun 2020	10.0%	13.1%	•	4
Low Acuity Emergency Visits by Community  Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Apr2020-Jan2021  30.0  23.9  Apr2020-Jan2021  75%  62.6%  Dec2019-Nov2020  75.8  113.9  WENT Count By Status	ļ	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Jun 2020	13.3%	25.9%	•	Ψ.
Low Acuity Emergency Visits by Community  Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Apr2020-Jan2021  Apr202	5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Jun 2020	3,448	2,807		4
Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Dec2019-Nov2020  Dec2019-Nov2020  CKPI Count By Status	6		Apr2020-Jan2021	102.7	140.3	•	•
Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Dec2019-Nov2020  30.0 40.5  KPI Count By Status	,	Home Health Services Provided Within Benchmark Time	Apr2020-Jan2021	50%	40.5%	•	1
Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Emergency Visits by Long Term Care Clients  Dec2019-Nov2020  30.0  KPI Count By Status	3	Wait Time for Home Health Assessment (RAI-HC)	Apr2020-Jan2021	30.0	23.9		<u> </u>
Emergency Visits by Home Health Clients  Dec2019-Nov2020  75.8  113.9  Emergency Visits by Long Term Care Clients  Dec2019-Nov2020  30.0  KPI Count By Status	9	, ,	•	75%	62.6%	•	<b>1</b>
Emergency Visits by Long Term Care Clients  Dec2019-Nov2020  30.0  40.5  KPI Count By Status	0	•	Dec2019-Nov2020	75.8	113.9	•	Ī
KPI Count By Status	1		Dec2019-Nov2020	30.0	40.5	•	₩
Meeting Target 14					KPI Cou	ınt By Statu	
				Meeting Ta	arget		14

Notes

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

Within 10% of Target

Not Meeting Target

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