

## **Our Health Care Report Card**

## **Ridge Meadows Hospital**

OUALITY AND SAFETY       Direction         1       Int-boptial Clostridiodes Difficit Infection (CDI) Incidence       Apr/2020-Jan2021       4.5       3.4       Image: Complexity C	Ridge Meadows Hospital			scal Period:	: FP11, 2020/21 - Ending		
1     In-Hospital Clostridioides Difficie Infection (CDI) Incidence     Apr2020-Jan2021     4.5     4.4     ●       2     In-Hospital Clostridioides Difficie Infection (CDI) Incidence     Apr2020-Jan2021     6.5     3.8     ●       4     In-Hospital Sepsis Rate     Apr2020-Jan2021     6.5     3.8     ●     ●       5     In-Hospital Acquired On-Aspiration Pneumonia     Apr-Dec 2020     1.5     2.4     ●       6     In-Hospital Acquired Uninary Tract Infection     Apr-Dec 2020     7.8     2.6.5     ●       6     Hospital Standardized Mortality Ratio     Apr-Dec 2020     7.8     2.6.5     ●       7     In-Hospital Acquired Uninary Tract Infection     Apr2020-Jan2021     6.5.0%     4.2.5%     ●       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr2020-Jan2021     6.5.0%     4.2.5%     ●       10     Admitted Patients Waiting Congetent Edd Placement     Apr2020-Jan2021     8.0%     ●     ●       11     Patients Length of Stay Relative to Expected Length of Stay     Apr-Luc 2020     9.95     9.95%     ●     ●       12     Lang Stay Patients     Apr2020-Jan2021     5.6%     5.5%	No	Measure Name	Time Frame	Target	Actual	Status	
2     In-thospital Methiciline-Resistant Staphylococcus aureus (MRSA) incidence     Apr2020-Jan2021     5.5     3.8     •       3     Hand Hygiene Compliance     Apr2020-Jan2021     5.0     8.8.9%     •       4     In-thospital Acquired Detinium     Apr-Dec 2020     1.5     2.4     •       5     In-thospital Acquired Detinium     Apr-Dec 2020     1.5     2.4     •       6     In-thospital Acquired Detinium     Apr-Dec 2020     7.8     2.6.5     •       6     In-thospital Acquired Morship Ratio     Apr-Dec 2020     7.8     2.6.5     •       7     In-thospital Acquired Morship Ratio     Apr-Dec 2020     7.8     2.6.5     •       8     Emergency Patients Monited to Hospital Within 10 Hours     Apr2020-Jan2021     10.7     7.0     •       9     Emergency Patients     Apr2020-Jan2021     10.7     7.0     •     •       10     Admited Patients Waiting for Impatient Bed Placement     Apr2020-Jan2021     10.7     7.0     •     •       12     Long Stay Patients     Apr-Dec 2020     1.94     9.4%     •     •       14     Non-emergency Surgeries Complete		QUALITY AND SAFETY					
3     Hand Hygiene Compliance     Apr/2020_Jan2021     80%     88.9%     Image: Compliance       4     In-Hospital Acquired Delinium     Apr-Dec 2020     1.5     2.4     Image: Compliance       6     In-Hospital Acquired Delinium     Apr-Dec 2020     4.9     7.3     Image: Compliance       6     In-Hospital Acquired Uninary Tract Infection     Apr-Dec 2020     7.8     2.6     Image: Compliance       7     In-Hospital Standardized Morality Ratio     Apr-Sep 2020     7.8     2.6     Image: Compliance     Image: Compliance <td>1</td> <td>In-Hospital Clostridioides Difficile Infection (CDI) Incidence</td> <td>Apr2020-Jan2021</td> <td>4.5</td> <td>4.4</td> <td></td> <td>₩</td>	1	In-Hospital Clostridioides Difficile Infection (CDI) Incidence	Apr2020-Jan2021	4.5	4.4		₩
4     In-Hospital Sepsis Rate     Apr-Dec 2020     1.5     2.4     ●       5     In-Hospital Acquired Delinium     Apr-Dec 2020     4.2     7.4     ●       6     In-Hospital Acquired Delinium     Apr-Dec 2020     4.2     7.4     ●       7     In-Hospital Acquired Mortailly Ratio     Apr-Dec 2020     7.8     2.6.5     ●       8     Hospital Standardized Mortailly Ratio     Apr-Dec 2020     7.8     2.6.5     ●       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr2020-Jan2021     10.7     7.0     ●       10     Amitted Patients Waiting for Inpatient Bed Placement     Apr2020-Jan2021     10.7     7.0     ●       11     Patients Level of Care (ALC) Days     Apr-Dec 2020     7.8     2.6.8     ●       12     Long Stay Patients     Apr2020-Jan2021     10.7     7.0     ●       13     Atternate Level of Care (ALC) Days     Apr2020-Jan2021     2.8%     ●     ●       14     Non-emergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     5.8%     ●     ●       15     Nursing and Allied Professional Sick Time     Apr2020-Jan2021 <t< td=""><td>2</td><td>In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence</td><td>Apr2020-Jan2021</td><td>5.5</td><td>3.8</td><td></td><td>Ψ</td></t<>	2	In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence	Apr2020-Jan2021	5.5	3.8		Ψ
5     In-Hospital Acquired Delirium     Apr-Dec 2020     4.2     7.4     ↓       6     In-Hospital Acquired Mon-Aspiration Pneumonia     Apr-Dec 2020     7.8     2.65     ↓       7     In-Hospital Acquired Mon-Aspiration Pneumonia     Apr-Dec 2020     9.2     7.8     ↓       8     Hospital Standardized Mortality Ratio     Apr-Sep 2020     9.2     117     ↓       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr/2020-Jan2021     65.0%     42.5%     ↓       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr/2020-Jan2021     10.7     7.0     ↓       10     Admitted Patients Waiting for Inpatient Bed Placement     Apr/2020-Jan2021     10.7     7.0     ↓       11     Patients Level of Care (ALC) Days     Apr/2020-Jan2021     10.7     7.0     ↓       12     Long Stay Patients     Apr/2020-Jan2021     10.8%     \$.0     ↓       13     Atternate Level of Care (ALC) Days     Apr/2020-Jan2021     2.8%     \$.0 %     ↓       14     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     5.8%     5.5%     ↓       15     Nursing	3	Hand Hygiene Compliance	Apr2020-Jan2021	80%	88.9%		1
6     In-Hospital Acquired Non-Aspiration Preumonia     Apr-Dec 2020     4.9     7.3     ●       7     In-Hospital Acquired Urinary Tract Infection     Apr-Dec 2020     7.8     2.6.5     ●       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr/2020-Jan2021     65.0%     42.5%     ●       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr/2020-Jan2021     67.0%     42.5%     ●       10     Admitted To Hospital Stary     Apr/2020-Jan2021     10.7     7.0     ●       11     Patients Length of Stary Relative to Expected Length of Stary     Apr-Dec 2020     1.9%     9.5%     ●     ●       12     Long Stary Patients     Apr/2020-Jan2021     1.0%     4.0%     ●     ●       13     Atternate Level of Care (ALC) Days     Apr-Dec 2020     1.2.5%     8.4.0%     ●     ●       14     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     5.8%     5.5%     ●     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     3.9%     6.4%     ●       16     Nursing and Allied Professional Sick Time     Apr/2020-Jan2021	4	In-Hospital Sepsis Rate	Apr-Dec 2020	1.5	2.4	•	
7     In-Hospital Acquired Urinary Tract Infection     Apr-Dec 2020     7.8     26.5     ●       8     Hospital Standardized Mortality Ratio     Apr-Sep 2020     92     117     ●       9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr/2020-Jan2021     65.0%     42.5%     ●     ●       10     Admitted Patients Waiting for Inpatient Bed Placement     Apr/2020-Jan2021     10.7     7.0     ●     ●       11     Patients Length of Stay Relative to Expected Length of Stay     Apr-Jun 2020     0.95     0.953     ▲     ●       12     Long Stay Patients     Apr/2020-Jan2021     N/A     2.0.8     ●     ●     ●       13     Alternate Level of Care (ALC) Days     Apr/2020-Jan2021     9.5%     84.0%     ●	5	In-Hospital Acquired Delirium	Apr-Dec 2020	4.2	7.4	•	₩
8     Hospital Standardized Mortality Ratio     Apr-Sep 2020     92     117     ↓       0     CAPACITY FOR CARE ACROSS ALL SECTORS	6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Dec 2020	4.9	7.3	•	
CAPACITY FOR CARE ACROSS ALL SECTORS         9       Emergency Patients Admitted to Hospital Within 10 Hours       Apr/2020-Jan2021       65.0%       42.5%       ●         10       Admitted Patients Waiting for Inpatient Bed Placement       Apr/2020-Jan2021       10.7       7.0       ●         11       Patients Length of Stary Relative to Expected Length of Stary       Apr-Jun 2020       0.95       0.953       ▲         12       Long Stary Patients       Apr/2020-Jan2021       IVA       20.8       ●         13       Alternate Level of Care (ALC) Days       Apr-Dec 2020       12.9%       9.9%       ●         14       Non-Emergency Surgeries Completed Within 26 Weeks       Apr/2020-Jan2021       22.8%       26.6%       ●         15       Nor-Emergency Surgeries Waiting Longer Than 26 Weeks       Apr/2020-Jan2021       2.8%       5.5%       ●         16       Nursing and Allied Professional Circ Time       Apr/2020-Jan2021       1.000       1.094       ●         17       Nursing and Allied Professional Sick Time       Apr/2020-Jan2021       1.000       1.094       ●         18       Lost Time Claims Rate       Apr/2020-Jan2021       1.000       1.094       ●	7	In-Hospital Acquired Urinary Tract Infection	Apr-Dec 2020	7.8	26.5	•	₩
9     Emergency Patients Admitted to Hospital Within 10 Hours     Apr2020-Jan2021     65.0%     42.5%     ↓       10     Admitted Patients Waiting for Inpatient Bed Placement     Apr2020-Jan2021     10.7     7.0     ↓       11     Patients Length of Stay Relative to Expected Length of Stay     Apr-Jun 2020     0.95     0.953     ↓       12     Long Stay Patients     Apr2020-Jan2021     10.7     7.0     ↓       13     Atternate Level of Care (ALC) Days     Apr-Dec 2020     12.9%     9.9%     ↓       14     Non-Emergency Surgeries Completed Within 26 Weeks     Apr2020-Jan2021     95%     84.0%     ↓       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     5.8%     5.5%     ↓       16     Nursing and Allied Professional Sick Time     Apr2020-Jan2021     5.8%     5.5%     ↓       17     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ↓       18     Lost Time Calaims Rate     Apr2020-Jan2021     1.000     1.094     ↓       19     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     ↓       10 <td< td=""><td>8</td><td>Hospital Standardized Mortality Ratio</td><td>Apr-Sep 2020</td><td>92</td><td>117</td><td>•</td><td></td></td<>	8	Hospital Standardized Mortality Ratio	Apr-Sep 2020	92	117	•	
10     Admitted Patients Waiting for Inpatient Bed Placement     Apr/2020-Jan2021     10.7     7.0     ↓       11     Patients Length of Stay Relative to Expected Length of Stay     Apr-Jun 2020     0.95     0.953     ↓       12     Long Stay Patients     Apr/2020-Jan2021     NAI     20.8     ↓       13     Alternate Level of Care (ALC) Days     Apr-Dec 2020     12.9%     9.9%     ↓       14     Non-emergency Surgeries Completed Within 26 Weeks     Apr/2020-Jan2021     95%     84.0%     ↓       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     2.8%     26.6%     ↓       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     3.9%     6.4%     ↓       16     Nursing and Allied Professional Overtime     Apr/2020-Jan2021     3.9%     6.4%     ↓       17     Nursing and Allied Professional Overtime     Apr/2020-Jan2021     1.00     1.094     ↓       18     Lost Time Claims Rate     Apr/2020-Jan2021     1.000     1.094     ↓       19     Budget Performance Ratio     Apr/2020-Jan2021     1.000     1.094     ↓     ↓		CAPACITY FOR CARE ACROSS ALL SECTORS					
11     Patients Length of Stay Relative to Expected Length of Stay     Apr-Jun 2020     0.95     0.953     ▲       12     Long Stay Patients     Apr2020-Jan2021     IVA     2.8     ↓       13     Alternate Level of Care (ALC) Days     Apr-Dec 2020     12.9%     9.9%     ↓       14     Non-emergency Surgeries Completed Within 26 Weeks     Apr2020-Jan2021     22.8%     26.6%     ↓       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     3.9%     6.4%     ↓       16     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ↓       17     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ↓       18     Lost Time Claims Rate     Apr-Sep 2020     5.3     11.9     ↓       19     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.09#     ↓       1     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     ↓       2     Hospital Readmission Rates Or Residents (Age 70+)     2019/2020     247.6     278.3     ↓     ↓       3     Hospit	9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr2020-Jan2021	65.0%	42.5%	٠	1
12     Long Stay Patients     Apr2020-Jan2021     NA     20.8     ↓       13     Alternate Level of Care (ALC) Days     Apr-Dec 2020     12.9%     9.9%     ↓       14     Non-emergency Surgeries Completed Within 26 Weeks     Apr2020-Jan2021     95%     84.0%     ↓       15     Non-emergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     22.8%     26.6%     ↓       15     Non-femergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     5.8%     5.5%     ↓       16     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ↓       17     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ↓       18     Lost Time Claims Rate     Apr2020-Jan2021     1.000     1.094     ↓       18     Budget Performance Ratio     Apr-Sep 2020     1.6%     2.6%     ↓       19     Budget Performance Ratio     Apr-Jun 2020     1.6%     2.6%     ↓       2     Hospital Readmission Rate (Age 70+)     2019/2020     247.6     278.3     ↓       2     Hospital Readmission Rates Overall     Apr-Jun 2020	10	Admitted Patients Waiting for Inpatient Bed Placement		10.7	7.0		4
13     Alternate Level of Care (ALC) Days     Apr-Dec 2020     12.9%     9.9%     ●       14     Non-emergency Surgeries Completed Within 26 Weeks     Apr/2020-Jan2021     22.8%     26.6%     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     22.8%     26.6%     ●     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     5.8%     5.5%     ●     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     5.8%     5.5%     ●     ●       16     Nursing and Allied Professional Overtime     Apr/2020-Jan2021     3.9%     6.4%     ●       17     Nursing and Allied Professional Overtime     Apr/2020-Jan2021     1.000     1.094     ▲     ●       18     Lost Time Claims Rate     Apr/2020-Jan2021     1.000     1.094     ▲     ●       19     Budget Performance Ratio     Apr/2020-Jan2021     1.000     1.094     ▲     ●       2     Hospital Readmission Rates Overall     Apr-Sep 2020     1.6%     9.6%     ●     ●       1     Worsened Pressure Ulcer in Long Term Care Facilities	11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Jun 2020	0.95	0.953		•
13     Alternate Level of Care (ALC) Days     Apr-Dec 2020     12.9%     9.9%     ●       14     Non-emergency Surgeries Completed Within 26 Weeks     Apr/2020-Jan2021     22.8%     26.6%     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     22.8%     26.6%     ●     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     5.8%     5.5%     ●     ●       15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr/2020-Jan2021     5.8%     5.5%     ●     ●       16     Nursing and Allied Professional Overtime     Apr/2020-Jan2021     3.9%     6.4%     ●       17     Nursing and Allied Professional Overtime     Apr/2020-Jan2021     1.000     1.094     ▲     ●       18     Lost Time Claims Rate     Apr/2020-Jan2021     1.000     1.094     ▲     ●       19     Budget Performance Ratio     Apr/2020-Jan2021     1.000     1.094     ▲     ●       2     Hospital Readmission Rates Overall     Apr-Sep 2020     1.6%     9.6%     ●     ●       1     Worsened Pressure Ulcer in Long Term Care Facilities	12	Long Stay Patients	Apr2020-Jan2021	N/A	20.8		4
15     Non-Emergency Surgeries Waiting Longer Than 26 Weeks     Apr2020-Jan2021     22.8%     26.6%     •       16     Nursing and Allied Professional Sick Time     Apr2020-Jan2021     5.8%     5.5%     •     •       17     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     •     •       18     Lost Time Claims Rate     Apr2020-Jan2021     1.0%     6.4%     •     •       18     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     •     •       19     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     •     •       11     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     •     •       12     Hospital Readmission Rates for Residents (Age 70+)     2019/2020     247.6     278.3     •     •       14     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     10.0%     9.8%     •     •       14     Mental Health & Substance Use Patients Hospital (Age 75+)     Apr2020-Jan2021     102.7     107.9     ▲     •       16	13	Alternate Level of Care (ALC) Days		12.9%	9.9%		4
STAFF     Apr2020-Jan2021     5.8%     5.5%     •       16     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     •       17     Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     •       18     Lost Time Claims Rate     Apr-Sep 2020     5.3     11.9     •     •       19     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     •     •       Variable Proformance Ratio       Apr-Sep 2020     1.6%     2.6%     •     •       Variable Reidege Community       1     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     •     •       2     Hospital Readmission Rates for Residents (Age 70+)     2019/2020     247.6     278.3     •     •       3     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     •     •       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     •     •       5     Patients with Chronic Conditions Admitted	14	Non-emergency Surgeries Completed Within 26 Weeks	Apr2020-Jan2021	95%	84.0%	٠	1
Mursing and Allied Professional Sick Time     Apr2020-Jan2021     5.8%     5.5%     ●     ↓       Nursing and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ↓     ↓       Budget Performance Ratio     Apr-Sep 2020     5.3     11.9     ↓     ↓       Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     ↓     ↓       Vorsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     ↓     ↓       1     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     ↓     ↓       2     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     ↓     ↓       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     3.448     2.695     ↓       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr2020-Jan2021     102.7     107.9     ↓       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     ↓       7     Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     ↓	15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr2020-Jan2021	22.8%	26.6%	٠	$\Psi$
Intering and Allied Professional Overtime     Apr2020-Jan2021     3.9%     6.4%     ●       INDER Claims Rate     Apr-Sep 2020     5.3     11.9     ●       BUDGET ACCOUNTABILITY     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     ●       Vorsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     ●       Hospital Readmission Rates for Residents (Age 70+)     2019//2020     247.6     278.3     ●       Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     ●       Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     3,448     2,695     ●       Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3,448     2,695     ●       Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     102.7     107.9     ▲       Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     5%     72.9%     ●       Admissions to Long Term Care Clients     Dec2019-Nov2020     75.8     64.2     ●       Matrix Immed Health Assessment (RAI-HC)     Apr2020-Jan2021     75%     72.2%     ▲     ● <td></td> <td>STAFF</td> <td></td> <td></td> <td></td> <td></td> <td></td>		STAFF					
18     Lost Time Claims Rate     Apr-Sep 2020     5.3     11.9     ↓       19     Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     ↓       19     Budget Performance Ratio     Apr-Sep 2020     1.6%     2.6%     ↓       11     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     ↓       2     Hospitalization Rates for Residents (Age 70+)     2019/2020     247.6     278.3     ↓       3     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     ↓       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     ↓       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr2020-Jan2021     100.7     107.9     ↓       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     50%     72.9%     ↓       7     Home Health Assessment (RAI-HC)     Apr2020-Jan2021     50%     ↓     ↓       9     Admissions to Long Term Care Within 30 Days     Apr2020-Jan2021     75%     72.2%     ↓     ↓       10     E	16	Nursing and Allied Professional Sick Time	Apr2020-Jan2021	5.8%	5.5%		$\mathbf{\Psi}$
BUDGET ACCOUNTABILITY       Budget Performance Ratio     Apr2020-Jan2021     1.000     1.094     Image: Constraint of the second s	17	Nursing and Allied Professional Overtime	Apr2020-Jan2021	3.9%	6.4%	•	$\Psi$
Budget Performance Ratio     Apr/2020-Jan2021     1.000     1.094     ▲       Main     Main     Main     Main     Main     Main       Main     Main     Apr-Sep 2020     1.6%     2.6%     ↓       Mospitalization     Rates for Residents (Age 70+)     2019/2020     247.6     278.3     ↓       Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     10.0%     9.8%     ↓       Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     ↓       Mome Health Substance Use Patients Hospital (Age 75+)     Apr-Jun 2020     3.448     2.695     ↓       Mome Health Services Provided Within Benchmark Time     Apr2020-Jan2021     102.7     107.9     ↓       Main Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     ↓       Main Sions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     ↓     ↓       Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     75.8     64.2     ↓     ↓       Meeting Target     Q     12     ↓     ↓     ↓     ↓	18	Lost Time Claims Rate	Apr-Sep 2020	5.3	11.9	•	$\mathbf{\Psi}$
Maple Ridge Community       1     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     Image: Community       2     Hospitalization Rates for Residents (Age 70+)     2019/2020     247.6     278.3     Image: Community       3     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     Image: Community       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     3.448     2,695     Image: Community       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3.448     2,695     Image: Community       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     Image: Community       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     Image: Community       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     Image: Community       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     Image: Community     Image: Community     Image: Community     Image: Community     Image: Community     Image: Community<		BUDGET ACCOUNTABILITY					
1     Worsened Pressure Ulcer in Long Term Care Facilities     Apr-Sep 2020     1.6%     2.6%     ↓       2     Hospitalization Rates for Residents (Age 70+)     2019/2020     247.6     278.3     ↓       3     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     ↓       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     ↓       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3.448     2.695     ↓       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     ↓       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     ↓       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     ↓       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     ↓       10     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     75.8     64.2     ↓       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     75.8     64.2 </td <td>19</td> <td>Budget Performance Ratio</td> <td>Apr2020-Jan2021</td> <td>1.000</td> <td>1.094</td> <td></td> <td><math>\mathbf{\Psi}</math></td>	19	Budget Performance Ratio	Apr2020-Jan2021	1.000	1.094		$\mathbf{\Psi}$
2     Hospitalization Rates for Residents (Age 70+)     2019/2020     247.6     278.3     ◆     ↓       3     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     ●     ↓       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     ●     ↓       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3,448     2,695     ●     ↓       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     ▲     ↓       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     30.0     26.4     ●     ↓       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     30.0     26.4     ●     ↓       10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     ●     ↓       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     ▲     ↓       Meeting Target     12       Within 10% of Target     5 <td>Ма</td> <td>ple Ridge Community</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Ма	ple Ridge Community					
3     Hospital Readmission Rates Overall     Apr-Jun 2020     10.0%     9.8%     ●     ↓       4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     ●     ↓       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3,448     2,695     ↓       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     ↓     ↓       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     ●     ↑       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     ↓     ↓       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     ▲     ↑       10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     ↓     ↓       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     ↓     ↓       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     ↓     ↓ <t< td=""><td>1</td><td>Worsened Pressure Ulcer in Long Term Care Facilities</td><td>Apr-Sep 2020</td><td>1.6%</td><td>2.6%</td><td>•</td><td>4</td></t<>	1	Worsened Pressure Ulcer in Long Term Care Facilities	Apr-Sep 2020	1.6%	2.6%	•	4
4     Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)     Apr-Jun 2020     13.3%     10.5%     ●     ●       5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3,448     2,695     ●     ●       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     ▲     ●       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     ●     ●       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     ●     ●       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     ▲     ●       10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     ●     ●       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     ●     ●       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     ●     ●       12     Within 10% of Target     €     5     5     5     5     5  <	2	Hospitalization Rates for Residents (Age 70+)	2019/2020	247.6	278.3	•	₩
5     Patients with Chronic Conditions Admitted to Hospital (Age 75+)     Apr-Jun 2020     3,448     2,695     Image: Conditions Admitted to Hospital (Age 75+)       6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     Image: Conditions Admitted to Hospital (Age 75+)       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     Image: Conditions Admitted to Hospital (Age 75+)       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     Image: Conditions Admitted to Hospital (Age 75+)       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     Image: Conditions Admitted to Hospital (Age 75+)       10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     Image: Conditions Admitted to Hospital (Age 75+)       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     Image: Conditions Admitted to Hospital (Age 75+)     Image: Conditions Admitted to Hospital (Age 75+)     12       Notes     Within 10% of Target     5     5     5     12	3	Hospital Readmission Rates Overall	Apr-Jun 2020	10.0%	9.8%		$\mathbf{\Psi}$
6     Low Acuity Emergency Visits by Community     Apr2020-Jan2021     102.7     107.9     ▲     ↓       7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     ●     ↑       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     ●     ↓       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     ▲     ↑       10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     ●     ↓       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     ↓     ↓       KPI Count By Status       Meeting Target     12       Within 10% of Target     5	4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Jun 2020	13.3%	10.5%		
7     Home Health Services Provided Within Benchmark Time     Apr2020-Jan2021     50%     72.9%     1       8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     1       9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     1     1       10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     1     1       11     Emergency Visits by Long Term Care Clients     Dec2019-Nov2020     30.0     32.4     1     1       KPI Count By Status       Meeting Target     12       Within 10% of Target     5	5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Jun 2020	3,448	2,695		₩
8     Wait Time for Home Health Assessment (RAI-HC)     Apr2020-Jan2021     30.0     26.4     Image: Constraint of the symbol	6	Low Acuity Emergency Visits by Community	Apr2020-Jan2021	102.7	107.9		$\mathbf{\Psi}$
9     Admissions to Long Term Care within 30 Days     Apr2020-Jan2021     75%     72.2%     A     Image: Constraint of the constrai	7	Home Health Services Provided Within Benchmark Time	Apr2020-Jan2021	50%	72.9%		1
10     Emergency Visits by Home Health Clients     Dec2019-Nov2020     75.8     64.2     Image: Control of the status of the s	8	Wait Time for Home Health Assessment (RAI-HC)	Apr2020-Jan2021	30.0	26.4		4
Intermediate     Dec2019-Nov2020     30.0     32.4     Image: March within 10% of Target     Image	9	Admissions to Long Term Care within 30 Days	Apr2020-Jan2021	75%	72.2%		1
KPI Count By Status       Meeting Target     12       Within 10% of Target     5	10	Emergency Visits by Home Health Clients	Dec2019-Nov2020	75.8	64.2		4
Notes   Meeting Target   12     Within 10% of Target   5	11	Emergency Visits by Long Term Care Clients	Dec2019-Nov2020	30.0	32.4		₩
Notes   Within 10% of Target   5	1				ΚΡΙ Οοι	unt By Stat	us
Within 10% of Parget 5				Meeting Target			12
	Notes			Within 109	% of Target		5
	All measures reported on YTD (Year-to-Date) basis				-	•	12