

## Our Health Care Report Card

### Surrey Memorial Hospital

Fiscal Period: FP11, 2020/21 - Ending Feb 04, 2021

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
<b>QUALITY AND SAFETY</b>						
1	In-Hospital <i>Clostridioides Difficile</i> Infection (CDI) Incidence	Apr2020-Jan2021	4.5	3.5	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence	Apr2020-Jan2021	5.5	3.7	●	↓
3	Hand Hygiene Compliance	Apr2020-Jan2021	80%	84.8%	●	↑
4	In-Hospital Sepsis Rate	Apr-Dec 2020	3.8	6.3	◆	↓
5	In-Hospital Acquired Delirium	Apr-Dec 2020	7.3	10.8	◆	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Dec 2020	7.3	9.7	◆	↓
7	In-Hospital Acquired Urinary Tract Infection	Apr-Dec 2020	10.0	9.2	●	↓
8	Hospital Standardized Mortality Ratio	Apr-Sep 2020	92	97	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr2020-Jan2021	65.0%	32.7%	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr2020-Jan2021	50.8	32.0	●	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Jun 2020	0.95	0.97	▲	↓
12	Long Stay Patients	Apr2020-Jan2021	N/A	77.2		↓
13	Alternate Level of Care (ALC) Days	Apr-Dec 2020	12.9%	7.9%	●	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr2020-Jan2021	95%	74.8%	◆	↑
15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr2020-Jan2021	22.8%	38.9%	◆	↓
<b>STAFF</b>						
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	Apr-Sep 2020	5.3	8.0	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr2020-Jan2021	1.000	1.067	▲	↓

### Surrey Community

1	Worsened Pressure Ulcer in Long Term Care Facilities	Apr-Sep 2020	1.6%	2.5%	◆	↓
2	Hospitalization Rates for Residents (Age 70+)	2019/2020	247.6	256.7	▲	↓
3	Hospital Readmission Rates Overall	Apr-Jun 2020	10.0%	11.4%	◆	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Jun 2020	13.3%	18.1%	◆	↓
5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Jun 2020	3,448	2,781	●	↓
6	Low Acuity Emergency Visits by Community	Apr2020-Jan2021	102.7	76.3	●	↓
7	Home Health Services Provided Within Benchmark Time	Apr2020-Jan2021	50%	60.0%	●	↑
8	Wait Time for Home Health Assessment (RAI-HC)	Apr2020-Jan2021	30.0	18.3	●	↓
9	Admissions to Long Term Care within 30 Days	Apr2020-Jan2021	75%	75.1%	●	↑
10	Emergency Visits by Home Health Clients	Dec2019-Nov2020	75.8	95.5	◆	↓
11	Emergency Visits by Long Term Care Clients	Dec2019-Nov2020	30.0	41.3	◆	↓

#### KPI Count By Status

Meeting Target	●	12
Within 10% of Target	▲	4
Not Meeting Target	◆	13

#### Notes

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