

## Our Health Care Report Card

### Surrey Memorial Hospital

Fiscal Period: FP01, 2021/22 - Ending Apr 29, 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	Apr,2021	4.5	1.6	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence	Apr,2021	5.5	7.2	◆	↓
3	Hand Hygiene Compliance	Apr,2021	80%	88.5%	●	↑
4	In-Hospital Sepsis Rate	2020/2021	3.8	6.4	◆	↓
5	In-Hospital Acquired Delirium	2020/2021	7.3	11.6	◆	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	2020/2021	7.3	11.8	◆	↓
7	In-Hospital Acquired Urinary Tract Infection	2020/2021	10.0	10.2	▲	↓
8	Hospital Standardized Mortality Ratio	Apr-Dec 2020	92	99	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr,2021	65.0%	27.2%	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr,2021	44.0	42.5	●	↓
11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Sep 2020	0.95	0.99	▲	↓
12	Long Stay Patients	Apr,2021	N/A	73.9		↓
13	Alternate Level of Care (ALC) Days	2020/2021	12.9%	8.2%	●	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr,2021	95%	83.4%	◆	↑
15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr,2021	22.8%	38.1%	◆	↓
<b>STAFF</b>						
16	Nursing and Allied Professional Sick Time	Apr,2021	5.8%	5.4%	●	↓
17	Nursing and Allied Professional Overtime	Apr,2021	3.9%	10.8%	◆	↓
18	Lost Time Claims Rate	Apr-Dec 2020	5.3	8.6	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr,2021	1.000	1.118	◆	↓

### Surrey Community

1	Worsened Pressure Ulcer in Long Term Care Facilities	2020/2021	1.6%	2.1%	◆	↓
2	Hospitalization Rates for Residents (Age 70+)	2019/2020	247.6	256.7	▲	↓
3	Hospital Readmission Rates Overall	Apr-Sep 2020	10.0%	10.9%	▲	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Sep 2020	13.3%	16.2%	◆	↓
5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Sep 2020	3,448	2,808	●	↓
6	Low Acuity Emergency Visits by Community	Apr,2021	100.0	85.5	●	↓
7	Home Health Services Provided Within Benchmark Time	Apr,2021	50%	61.9%	●	↑
8	Wait Time for Home Health Assessment (RAI-HC)	Apr,2021	30.0	9.7	●	↓
9	Admissions to Long Term Care within 30 Days	Apr,2021	75%	78.1%	●	↑
10	Emergency Visits by Home Health Clients	2020/2021	75.8	91.8	◆	↓
11	Emergency Visits by Long Term Care Clients	2020/2021	30.0	39.6	◆	↓

#### KPI Count By Status

Meeting Target	●	10
Within 10% of Target	▲	5
Not Meeting Target	◆	14

#### Notes

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