

Our Health Care Report Card

Langley Memorial Hospital

QUALITY AND SAFETY In-Hospital Clostricioides Difficile Infection (CDI) Incidence Apr-Jul 2021 4.5 2.0 Im-Hospital Addition-Resistant Staphylococcus aurous (MRSA) Incidence Apr-Jul 2021 5.5 2.3 Im-Hospital Addition-Resistant Staphylococcus aurous (MRSA) Incidence Apr-Jul 2021 8.6% 87.8% Im-Hospital Sepsis Rate Apr-Jul 2021 8.9% 87.8% Im-Hospital Acquired Delinum Apr-Jul 2021 6.8 5.4 Im-Hospital Acquired Delinum Apr-Jul 2021 6.8 5.4 Im-Hospital Acquired Delinum Apr-Jul 2021 6.8 5.4 Im-Hospital Acquired Mon-Aspiration Pneumonia Apr-Jul 2021 6.6 8 2.2% Im-Hospital Acquired Mon-Aspiration Pneumonia Apr-Jul 2021 6.6 8 2.2% Im-Hospital Montial Mathice Montial Mathice Montantian Parameter Active Montantian Parameter Presence Montantian Parameter Presence Montantian Parameter Parameter Parameter Parameter Parameter Parameter Parameter Parameter Parameter Parametere Parametere Parameter Parameter Parametere Parametere	Langley Memorial Hospital			Fiscal Period: FP04, 2021/22 - Ending Jul 22, 2021			
1 In-Hospital Clostridioides Difficile Infection (CDI) Incidence Apr-Jul 2021 4.5 2.0 Im-Hospital Methicilim-Resistant Staphylococcus aureus (MRSA) Incidence Apr-Jul 2021 6.5 2.3 Im-Hospital Acquired Delifium Im-Hospital Acquired Delifium Apr-Jul 2021 6.8 5.4 Im-Hospital Acquired Delifium Im-Hospital Acquired Delifium Apr-Jun 2021 6.9 3.3 Im-Hospital Acquired Delifium Im-Hospital Acquired Delifium Apr-Jun 2021 6.8 5.4 Im-Hospital Acquired Delifium Im-Hospital Acquired Uma-Apriation Pneumonia Apr-Jun 2021 10.0 15.5 Im-Hospital Acquired Delifium Im-Hospital Acquired Diraying Teat Infection Apr-Jun 2021 10.0 15.5 Im-Hospital Acquired Delifium Admited Patienst Stating to Inpaient Bed Placement Apr-Jul 2021 0.0 15.7 Im-Hospital Acquired Delifium Admited Patients Wating to Inpaient Bed Placement Apr-Jul 2021 N/M 19.7 Image Placement Admited Patients Wating Longer Than 28 Weeks Apr-Jul 2021 N/M 19.7 Image Placement Non-mergency Surgeries Completed Within 28 Weeks Apr-Jul 2021 5.8% 4.9% Image Placement	No	Measure Name	Time Frame	Target	Actual	Status	
2 In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence Apr-Jul 2021 5.5 2.3 Imad Hygiene Compliance 3 Hand Hygiene Compliance Apr-Jul 2021 80% 67.6% Image the second		QUALITY AND SAFETY					
3 Hand Hygiene Compliance Apr-Jul 2021 80% 67.8% ● 4 In-Hospital Sepsis Rate Apr-Jul 2021 2.9 4.4 ● 1 In-Hospital Acquired Delivium Apr-Jul 2021 6.8 5.4 ● 6 In-Hospital Acquired Urinary Tract Infection Apr-Jul 2021 6.8 5.4 ● 6 In-Hospital Acquired Urinary Tract Infection Apr-Jul 2021 6.8 5.4 ● 7 In-Hospital Acquired Urinary Tract Infection Apr-Jul 2021 0.0 15.5 ● 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 0.0 15.7 ● 10 Admitted Patients Waiting to Inpaient Bed Placement Apr-Jul 2021 0.0 15.7 ● 11 Patients Apr-Jul 2021 NA 10.7 ● 12 Long Stay Patients Apr-Jul 2021 NA 10.7 ● 13 Atternate Level of Care (ALC) Days Apr-Jul 2021 2.8% 0.5% ● 14 Non-emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% 4.9%	1	In-Hospital Clostridioides Difficile Infection (CDI) Incidence	Apr-Jul 2021	4.5	2.0		$\mathbf{\Psi}$
4 In-Hospital Sepsis Rate Apr-Jun 2021 2.9 4.4 ↓ 5 In-Hospital Acquired Delrium Apr-Jun 2021 6.9 3.3 ↓ 6 In-Hospital Acquired Delrium Apr-Jun 2021 6.8 5.4 ↓ 7 In-Hospital Acquired Mon-Aspiration Pneumonia Apr-Jun 2021 10.0 15.5 ↓ 8 Hospital Standardized Mortality Ratio 2020201 92 87 ↓ 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 65.0% 22.2% ↓ 10 Admitted Patients Wailing for Inpatient Bed Placement Apr-Jul 2021 9.0 15.7 ↓ 11 Admitted Patients Wailing for Inpatient Bed Placement Apr-Jul 2021 9.0 15.7 ↓ 12 Long Stay Patients Apr-Jul 2021 9.0 15.7 ↓ 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 10.7% ↓ ↓ 14 Non-Emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 5.8% 4.9% ↓ ↓ 15 Non-Emergency Surgeries Wailing Longer Than 26 Weeks	2	In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence	Apr-Jul 2021	5.5	2.3		$\mathbf{\Psi}$
5 In-Hospital Acquired Delirium Apr-Jun 2021 6.9 3.3 ● 6 In-Hospital Acquired Mon-Aspiration Pneumonia Apr-Jun 2021 6.8 5.4 ● 6 In-Hospital Acquired Mon-Aspiration Pneumonia Apr-Jun 2021 6.8 5.4 ● 7 In-Hospital Acquired Montality Ratio 2020/2021 92 87 ● 8 Hospital Standardized Montality Ratio 2020/2021 92 87 ● 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 8.0 15.7 ● 10 Admitted Patients Apr-Jul 2021 9.0 15.7 ● ● 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Jul 2021 N/A 19.7 ● 12 Long Stay Patients Apr-Jul 2021 12.9% 17.8% ● ● 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 10.5% ● ● 14 None-mergency Surgenes Completed Within 26 Weeks Apr-Jul 2021 5.8% 4.9% ● ● 15 Norising and	3	Hand Hygiene Compliance	Apr-Jul 2021	80%	87.8%		1
6 In-Hospital Acquired Non-Aspiration Pneumonia Apr-Jun 2021 6.8 5.4 ● 7 In-Hospital Acquired Urinary Tract Infection Apr-Jun 2021 10.0 15.5 ● 8 Hospital Standardized Mortality Ratio 20202021 92 87 ● 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 66.0% 22.2% ● ● 10 Admitted Patients Waiting for Inpatient Bed Placement Apr-Jul 2021 9.0 15.7 ● 11 Admitted Patients Waiting for Inpatient Bed Placement Apr-Jul 2021 N/A 19.7 ● 12 Long Stay Patients Apr-Jul 2021 N/A 19.7 ● 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 17.8% ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 2.8% 10.5% ● 15 Norsing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ● 16 Nursing and Allied Professional Overtime Apr-Jul 2021 1.000 1.144 ● 17 Nu	4	In-Hospital Sepsis Rate	Apr-Jun 2021	2.9	4.4	•	₩
7 In-Hospital Acquired Urinary Tract Infection Apr-Jun 2021 10.0 15.5 ↓ 8 Hospital Standardized Mortality Ratio 2020/2021 92 87 ↓ 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 85.0% 22.2% ↓ ↑ 10 Admitted Patients Waiting for Inpatient Bed Placement Apr-Due 2020 0.95 0.90 ↓ 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Due 2020 0.95 0.90 ↓ 12 Long Stay Patients Apr-Jul 2021 N/A 19.7 ↓ 13 Atternate Level of Care (ALC) Days Apr-Jul 2021 95% 90.8% ↓ 14 Non-mergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 22.8% ↓ ↓ 14 Non-mergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 2.8% 90.8% ↓ 15 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ↓ 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 3.9% ↓ ↓ ↓ ↓	5	In-Hospital Acquired Delirium	Apr-Jun 2021	6.9	3.3		₩
8 Hospial Standardized Moriality Ratio 2020/2021 92 87 ● CAPACITY FOR CARE ACROSS ALL SECTORS 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 9.0 15.7 ● 10 Admitted Patients Waiting for Inpatient Bed Placement Apr-Jul 2021 9.0 0.55 0.90 ● 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.95 0.90 ● 12 Long Stay Patients Care (ALC) Days Apr-Jul 2021 N/A 19.7 ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 2.8% 10.5% ● ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 2.8% 10.5% ● ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 3.9% 7.9% ● ● 17 Nursing and Allied Professional Sick Time Apr-Jul 2021 1.000 1.144 ● ● 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ● ● ● <	6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Jun 2021	6.8	5.4		₩
CAACITY FOR CARE ACROSS ALL SECTORS 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 65.0% 22.2% • 10 Admitted Patients Mating for Inpatient Bed Placement Apr-Jul 2021 9.0 15.7 • 10 Admitted Patients Waiting for Inpatient Bed Placement Apr-Jul 2021 9.0 15.7 • 11 Patients Level of Care (ALC) Days Apr-Jul 2021 NA 19.7 • 12 Long Stay Patients Apr-Jul 2021 NA 19.7 • 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 28.% 10.5% • • 14 Non-Emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 5.8% 4.9% • • 17 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% • • 16 Nursing and Allied Professional Overtime Apr-Jul 2021 1.000 1.144 • • 17 Wursened Pressure Uber In Long Term Care Facilities 2020/2021 1.8% 3.0% • • 2 Hospitalization Rates for Residents (Age 7	7	In-Hospital Acquired Urinary Tract Infection	Apr-Jun 2021	10.0	15.5	•	₩
9 Emergency Patients Admitted to Hospital Within 10 Hours Apr.Jul 2021 65.0% 22.2% ● ● 10 Admitted Patients Waiting for Inpatient Bed Placement Apr.Jul 2021 9.0 15.7 ● 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.95 0.90 ● 12 Long Stay Patients Apr.Jul 2021 N/A 19.7 ● 13 Alternate Level of Care (ALC) Days Apr.Jul 2021 12.9% 17.8% ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr.Jul 2021 22.8% 10.5% ● 15 Non-emergency Surgeries Waiting Longer Than 26 Weeks Apr.Jul 2021 5.8% 4.9% ● 16 Nursing and Alled Professional Sick Time Apr.Jul 2021 3.9% ● ● 17 Nursing and Alled Professional Overtime Apr.Jul 2021 3.9% ● ● 16 Nursing and Alled Professional Overtime Apr.Jul 2021 1.000 1.144 ● 16 Norsened Pressure Uler 1000 1.144 ● ● ● ● ● <t< td=""><td rowspan="2">8</td><td>Hospital Standardized Mortality Ratio</td><td>2020/2021</td><td>92</td><td>87</td><td></td><td>₩</td></t<>	8	Hospital Standardized Mortality Ratio	2020/2021	92	87		₩
Admitted Patients Waiting for inpatient Bed Placement Apr-Jul 2021 9.0 15.7 ● In Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.55 0.90 ● 12 Long Stay Patients Apr-Jul 2021 N/A 19.7 ● 13 Alternate Level of Care (ALC) Days Apr-Jun 2021 12.9% 17.8% ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 22.8% 10.5% ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 2.8% 4.9% ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ● ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% ● ● ● 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ●		CAPACITY FOR CARE ACROSS ALL SECTORS					
11 Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.95 0.90 ↓ 12 Long Stay Patients Apr-Jul 2021 IVA 19.7 ↓ 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 17.8% ↓ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 25.8% 10.5% ↓ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% 4.9% ↓ 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ↓ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.90 ↓ ↓ 18 Lost Time Claims Rate 2020/2021 1.6% 3.0% ↓ ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ ↓ 21 Hospitalization Rates for Residents (Age 70+) 2020/2021 1.6% 3.0% ↓ 1 Morpital Readmission Rate (Age 75+) Apr-Dec 2020 10.0% 10.2% ↓ 21 Hospital Readmission Rates Ov	9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr-Jul 2021	65.0%	22.2%	•	1
12 Long Stay Patients Apr-Jul 2021 N/4 19.7 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 17.8% ↓ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 90.8% ↓ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 10.5% ● ↓ 16 Nursing and Allied Professional Overtime Apr-Jul 2021 5.8% 4.9% ↓ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 5.3 9.0 ↓ 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 2.80. 241.4 ↓ 2 Hospital Readmission Rates Overall Apr-Jul 2021 1.00% 10.2% ↓ 4 Mental Headth & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ 5 Patients with Chronic Conditions Admitted to Hospi	10	Admitted Patients Waiting for Inpatient Bed Placement	Apr-Jul 2021	9.0	15.7	•	₩
13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 17.8% ↓ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 90.8% ▲ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 10.5% ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 3.8% 4.9% ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 5.3 9.0 ● 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ● ● 12 Hospitalization Rates for Residents (Age 70+) 2020/2021 1.6% 3.0% ● ● 14 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ▲ ● 12 Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ● ● 14 Mental Health & Substance Use Patients Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 ●	11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Dec 2020	0.95	0.90		₩
14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 90.8% A 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 10.5% • 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% • • 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 7.9% • • 18 Lost Time Claims Rate 2020/2021 5.3 9.0 • • 18 Loget Performance Ratio Apr-Jul 2021 1.000 1.144 • • 19 Budget Performance Ratio Apr-Jul 2021 1.6% 3.0% • • 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 1.6% 3.0% • • 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ▲ • 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% • • • 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec	12	Long Stay Patients	Apr-Jul 2021	N/A	19.7		₩
15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 10.5% ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ● ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 5.8% 4.9% ● ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 5.8% 4.9% ● ● 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ● ● 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 1.6% 3.0% ● ● 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ▲ ● 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ● 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 13.4% ● ● 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 </td <td>13</td> <td>Alternate Level of Care (ALC) Days</td> <td>Apr-Jun 2021</td> <td>12.9%</td> <td>17.8%</td> <td>•</td> <td>$\mathbf{\Psi}$</td>	13	Alternate Level of Care (ALC) Days	Apr-Jun 2021	12.9%	17.8%	•	$\mathbf{\Psi}$
STAFF 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ↓ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 7.9% ↓ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 7.9% ↓ 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ 10 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 2.38.0 241.4 ↓ 21 Hospitalization Rates for Residents (Age 70+) 2020/2021 2.38.0 241.4 ↓ 2 Hospitalization Rates Overall Apr-Dec 2020 10.0% 10.2% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 ↓ 6 Low Acuty Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ <tr< td=""><td>14</td><td>Non-emergency Surgeries Completed Within 26 Weeks</td><td>Apr-Jul 2021</td><td>95%</td><td>90.8%</td><td></td><td>1</td></tr<>	14	Non-emergency Surgeries Completed Within 26 Weeks	Apr-Jul 2021	95%	90.8%		1
10 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 4.9% ↓ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 7.9% ↓ 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ 20 Hospital Readmission Rates for Residents (Age 70+) 2020/2021 1.6% 3.0% ↓ 2 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 100.0 38.9 ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 75% 84.5% ↓ 9	15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr-Jul 2021	22.8%	10.5%		$\mathbf{\Psi}$
17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 7.9% ↓ 18 Lost Time Claims Rate 2020/2021 5.3 9.0 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.6% 3.0% ↓ 2020/2021 2.8.0 241.4 ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 241.4 ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 75% 84.5%		STAFF					
18 Lost Time Claims Rate 2020/2021 5.3 9.0 ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ● 10 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 2.38.0 2.41.4 ● 1 Hospitalization Rates for Residents (Age 70+) 2020/2021 2.38.0 2.41.4 ● 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ● 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ● 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 ● 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ● 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 30.0 38.9 ● 9 Admissions to Long Term Care Within 30 Days Apr-Jul 2021 75% 84.5% ● 10 Emerge	16	Nursing and Allied Professional Sick Time	Apr-Jul 2021	5.8%	4.9%		₩
BUDGET ACCOUNTABILITY 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ Langley Community Vorsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 3.0% ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 241.4 ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ↑ 10 Emergency Visits by Home Health Clients Jul/2020-Jun2021 75.8 76.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul/2020-Jun2021 30.0 <td>17</td> <td>Nursing and Allied Professional Overtime</td> <td>Apr-Jul 2021</td> <td>3.9%</td> <td>7.9%</td> <td>•</td> <td>$\mathbf{\Psi}$</td>	17	Nursing and Allied Professional Overtime	Apr-Jul 2021	3.9%	7.9%	•	$\mathbf{\Psi}$
19 Budget Performance Ratio Apr-Jul 2021 1.000 1.144 ↓ Langley Community 2 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 3.0% ↓ 3 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 241.4 ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 10.0% 10.2% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 30.0 38.9 ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care Within 30 Days Apr-Jul 2021 75.8 76.8 ▲ ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ ↓ 11 Emergency Visits by Long Term Care Client	18	Lost Time Claims Rate	2020/2021	5.3	9.0	•	$\mathbf{\Psi}$
Image Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 3.0% Image: Community 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 241.4 Image: Community 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% Image: Community 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% Image: Community 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.931 Image: Community 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 Image: Community 7 Home Health Assessment (RAI-HC) Apr-Jul 2021 50% 40.1% Image: Community 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 Image: Community 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% Image: Community 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 75.8 76.8 Image: Community <td>BUDGET ACCOUNTABILITY</td> <td></td> <td></td> <td></td> <td></td> <td></td>		BUDGET ACCOUNTABILITY					
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2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 241.4 ▲ ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ▲ ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,931 ↓ ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 40.1% ↓ ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ↓ ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 75.8 76.8 ↓ ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ ↓	Lar	ngley Community					
3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.2% ▲ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 40.1% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 75.8 76.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓<	1	Worsened Pressure Ulcer in Long Term Care Facilities	2020/2021	1.6%	3.0%	•	$\mathbf{\Psi}$
4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.0% ◆ ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 40.1% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ● ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 75.8 76.8 ↓ ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ ↓ KPI Count By Status Meeting Target 13	2	Hospitalization Rates for Residents (Age 70+)	2020/2021	238.0	241.4		$\mathbf{\Psi}$
5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,931 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 40.1% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ↓ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 76.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ KPI Count By Status Meeting Target 13	3	Hospital Readmission Rates Overall	Apr-Dec 2020	10.0%	10.2%		₩
6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 79.1 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 40.1% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ↓ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 76.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ KPI Count By Status Meeting Target 13	4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Dec 2020	13.3%	16.0%	•	$\mathbf{\Psi}$
7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 40.1% ↑ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ● ↑ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 76.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ↓ Meeting Target 13	5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Dec 2020	3,448	2,931		₩
8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 38.9 ◆ ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% ● ↑ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 76.8 ▲ ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 ● ↓ Meeting Target I 13	6	Low Acuity Emergency Visits by Community	Apr-Jul 2021	100.0	79.1		$\mathbf{\Psi}$
9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 84.5% Image: Status St	7	Home Health Services Provided Within Benchmark Time	Apr-Jul 2021	50%	40.1%	•	1
10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 76.8 Image: Constraint of the second secon	8	Wait Time for Home Health Assessment (RAI-HC)	Apr-Jul 2021	30.0	38.9	•	$\mathbf{\Psi}$
11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 28.7 Image: Client Status	9	Admissions to Long Term Care within 30 Days	Apr-Jul 2021	75%	84.5%		1
KPI Count By Status Meeting Target 13	10	Emergency Visits by Home Health Clients	Jul2020-Jun2021	75.8	76.8		$\mathbf{\Psi}$
Meeting Target 13	11	Emergency Visits by Long Term Care Clients	Jul2020-Jun2021	30.0	28.7		•
				KPI Count By Status		s	
Notes Within 10% of Target 🔺 4				Meeting Ta	arget		13
	Note	S.		Within 10%	6 of Target		4

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

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Not Meeting Target