

Our Health Care Report Card

Surrey Memorial Hospital

Outling of the spiral Costridicides Difficile Infection (CDI) Incidence 1 In-Hospital Costridicides Difficile Infection (CDI) Incidence Apr-Jul 2021 4.5 4.0 In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence 2 In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence Apr-Jul 2021 5.5 4.7 In-Hospital Staphylococcus aureus (MRSA) Incidence 4 In-Hospital Acquired Compliance Apr-Jul 2021 3.8 10.0 In-Hospital Staphylococcus aureus (MRSA) Incidence 5 In-Hospital Acquired Delinium Apr-Jun 2021 3.8 10.0 In-Hospital Acquired Delinium 6 In-Hospital Acquired Delinium Apr-Jun 2021 7.3 14.9 In-Hospital Acquired Urinary Tract Infection 8 Hospital Acquired Urinary Tract Infection Apr-Jun 2021 10.0 11.7 In-Hospital Acquired Urinary Tract Infection 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 65.0% 22.2% In-Admitted Patients Waiting for Inpatient Bed Placement 10 Admitted Patients Waiting for Inpatient Bed Placement Apr-Jul 2021 N/A 84.6 In-Iospital Acquires Completed Within 26 Weeks Apr-Jul 2021 12.9% 5.8% In	Surrey Memorial Hospital			Fiscal Period:	FP04, 2021/22 - Ending		Jul 22, 2021
1 In-Hospital Clostridioides Difficile Infection (CDI) Incidence Apr-Jul 2021 4.5 4.0 Im-Hospital Methicilin-Resistant Staphylococcus aureus (MRSA) Incidence Apr-Jul 2021 5.5 4.7 Im-Hospital Methicilin-Resistant Staphylococcus aureus (MRSA) Incidence Apr-Jul 2021 5.5 4.7 Im-Hospital Sepsis Rate 4 In-Hospital Sepsis Rate Apr-Jul 2021 3.8 10.0 Im-Hospital Acquired Delinium Apr-Jul 2021 7.3 14.4 Im-Hospital Acquired Delinium Apr-Jul 2021 7.3 14.9 Im-Hospital Acquired Umany Tract Infection Apr-Jul 2021 7.3 14.9 Im-Hospital Acquired Delinium Apr-Jul 2021 7.3 14.9 Im-Hospital Acquired Umany Tract Infection Apr-Jul 2021 7.3 14.9 Im-Hospital Acquired Delinium Apr-Jul 2021 10.0 11.7 Im-Hospital Acquired Delinium Apr-Jul 2021 4.0 4.3 Im-Hospital Acquired Delinium Apr-Jul 2021 4.0 4.3 Im-Hospital Acquired Delinium Apr-Jul 2021 4.0 4.3 Im-Hospital Acquired Delinium Apr-Jul 2021 Adv Im-Hospital Acquired Delinium Apr-Jul 2021 Ap	No	Measure Name	Time Frame	Target	Actual	Status	
2 In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence Apr-Jul 2021 5.5 4.7 Imade Hygiene Compliance 3 Hand Hygiene Compliance Apr-Jul 2021 3.8 10.0 Image Hand Hygiene Compliance 4 In-Hospital Sepsis Rate Apr-Jul 2021 7.3 14.1 Image Hand Hygiene Compliance 5 In-Hospital Acquired Dentium Apr-Jul 2021 7.3 14.4 Image Hand Hygiene Compliance 6 In-Hospital Acquired Mon-Aspitation Pneumonia Apr-Jul 2021 10.0 11.7 Image Hand Hygiene Compliance 6 In-Hospital Acquired Mon-Aspitation Pneumonia Apr-Jul 2021 10.0 11.7 Image Hand Hygiene Complex Hand Hygiene 6 In-Hospital Acquired Mon-Aspitation Pneumonia Apr-Jul 2021 10.0 11.7 Image Hand Hygiene Complex Hand Hygiene 7 In-Hospital Acquired Mon-Aspitation Pneumonia Apr-Jul 2021 10.0 11.7 Image Hand Hygiene Complex Hand Hygiene 8 Hospital Kathited to Hospital Within 10 Hours Apr-Jul 2021 44.0 48.3 Image Hand Hygiene Complex Hand Hygiene Image Hand Hygiene Complex Hand Hygiene Image Hand Hygiene Complex Hand Hygiene Complex Hand Hygiene Image Hand Hygien		QUALITY AND SAFETY					
3 Hand Hygiene Compliance Apr.Jul 2021 80% 87.1% ● 4 In-Hospital Acquired Delrium Apr.Jun 2021 3.8 10.0 ● 5 In-Hospital Acquired Non-Aspiration Pneumonia Apr.Jun 2021 7.3 14.1 ● 6 In-Hospital Acquired Unnary Tract Infection Apr.Jun 2021 7.3 14.9 ● 7 In-Hospital Acquired Unnary Tract Infection Apr.Jun 2021 7.3 14.9 ● 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr.Jul 2021 65.0% 22.2% ● 10 Admitted Patients Waining for Inpatients Bed Placement Apr.Jul 2021 14.0 48.3 ▲ 11 Patients Length of Stay Relative to Expected Length of Stay Apr.Jul 2021 17.4 84.6 ● 12 Long Stay Patients Apr.Jul 2021 17.4 84.6 ● ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr.Jul 2021 17.0 84.6 ● ● 15 Non-Emergency Surgeries Completed Within 26 Weeks Apr.Jul 2021 5.8% 5.7% ● ● ●	1	In-Hospital Clostridioides Difficile Infection (CDI) Incidence	Apr-Jul 2021	4.5	4.0		$\mathbf{\Psi}$
4 In-Hospital Sepsis Rate Apr-Jun 2021 3.8 10.0 ● 5 In-Hospital Acquired Delinum Apr-Jun 2021 7.3 14.1 ● 7 In-Hospital Acquired Delinum Apr-Jun 2021 7.3 14.9 ● 7 In-Hospital Acquired Urinary Tract Infection Apr-Jun 2021 10.0 11.7 ● 8 Hospital Standardized Mortalty Ratio 2020/2021 9 9 ▲ ● 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 44.0 48.3 ● 11 Patients Length of Stary Patients Apr-Jul 2021 NA ● ● 12 Long Stary Patients Apr-Jul 2021 NA ● ● 13 Alternate Length of Stary Patients Apr-Jul 2021 10.0% ● ● ● 14 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% ● ● ● ● ● ● ● ● <td>2</td> <td>In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence</td> <td>Apr-Jul 2021</td> <td>5.5</td> <td>4.7</td> <td></td> <td>4</td>	2	In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence	Apr-Jul 2021	5.5	4.7		4
5 In-Hospital Acquired Delinum Apr-Jun 2021 7.3 14.1 ● 6 In-Hospital Acquired Non-Aspiraton Pneumonia Apr-Jun 2021 7.3 14.9 ● 7 In-Hospital Acquired Non-Aspiraton Pneumonia Apr-Jun 2021 7.3 14.9 ● 8 Hospital Standardized Mortality Ratio 2020/2021 92 99 ▲ ● 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 66.0% 22.2% ● ● 10 Admitted Patients Waiting for Inpatient Bde Placement Apr-Jul 2021 44.0 48.3 ▲ ● 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.95 0.99 ▲ ● 12 Long Stay Patients Apr-Jul 2021 12.9% 5.8% ● ● 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 5.8% ● ● 14 Non-mergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 5.8% 5.7% ● ● 15 Non-Emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021	3	Hand Hygiene Compliance	Apr-Jul 2021	80%	87.1%		1
6 In-Hospital Acquired Non-Aspiration Pneumonia Apr-Jun 2021 7.3 14.9 ↓ 7 In-Hospital Acquired Urinary Tract Infection Apr-Jun 2021 10.0 11.7 ↓ 8 Hospital Standardize Montality Ratio 2020/2021 92 99 ↓ 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 44.0 48.3 ↓ 11 Atternate Level of Care (ALC) Days Apr-Jul 2021 NA 84.6 ↓ 12 Long Stay Patients Apr-Jul 2021 5.8% ↓ ↓ 13 Atternate Level of Care (ALC) Days Apr-Jul 2021 5.8% ↓ ↓ 14 Non-Emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 5.8% ↓ ↓ 15 Non-Emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 5.8% ↓ ↓ 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.3% ↓ ↓ ↓ 17 Nursing and A	4	In-Hospital Sepsis Rate	Apr-Jun 2021	3.8	10.0	•	Ψ
7 In-Hospital Acquired Urinary Tract Infection Apr-Jun 2021 10.0 11.7 ● 8 Hospital Standardized Mortality Ratio 2020/2021 92 99 ▲ 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 44.0 48.3 ▲ 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Duc 2020 0.95 0.99 ▲ 12 Long Stay Patients Apr-Jul 2021 N/A 84.6 ● 13 Atternate Level of Care (ALC) Days Apr-Jul 2021 25.8% 5.8% ● ● 14 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 25.8% 5.7% ● ● 15 Nonsing and Allied Professional Sick Time Apr-Jul 2021 3.8% 10.9% ● ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 3.8% 10.9% ● ● 17 Nursing and Allied Professional Sick Time Apr-Jul 2021 1.000	5	In-Hospital Acquired Delirium	Apr-Jun 2021	7.3	14.1	•	Ψ
8 Hospital Standardized Mortality Ratio 2020/2021 92 99 ▲ 9 Emergency Patients Admitted to Hospital Within 10 Hours Apr-Jul 2021 44.0 48.3 ▲ 10 Admitted Patients Waiting for Inpatient Bde Placement Apr-Jul 2021 4/4.0 48.3 ▲ 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Jul 2021 N/A 84.6 ● 12 Long Stay Patients Apr-Jul 2021 N/A 84.6 ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 29.9% 5.8% ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 2.9% 5.7% ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% 5.7% ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 5.7% ● 17 Nursing and Allied Professional Cick Time Apr-Jul 2021 1.000 1.122 ● 18 Lost Time Claims Rate 2020/2021 2.38.0 2.1% ● 19 Budget P	6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Jun 2021	7.3	14.9	•	Ψ
CAPACITY FOR CARE ACROSS ALL SECTORS 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 44.0 48.3 • 11 Patients Longht of Stay Relative to Expected Length of Stay Apr-Jul 2021 NA 84.6 • 12 Long Stay Patients Apr-Jul 2021 NA 84.6 • 13 Atternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 5.8% • • 14 Non-Emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 28.% 27.3% • • 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% 5.7% • • 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 5.7% • • • 17 Nursing and Allied Professional Overtime Apr-Jul 2021 5.8% 5.7% • • • 16 Lost Time Claims Rate 200/2021 5.3 8.9 • • • • <	7	In-Hospital Acquired Urinary Tract Infection	Apr-Jun 2021	10.0	11.7	•	Ψ
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 44.0 48.3 ↓ 11 Patients Length of Stay Relative to Expected Length of Stay Apr.Jul 2021 44.0 48.3 ↓ 12 Long Stay Patients Apr.Jul 2021 44.0 48.3 ↓ 13 Alternate Level of Care (ALC) Days Apr.Jul 2021 12.9% 5.8% ↓ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr.Jul 2021 28.% 3.7.3% ↓ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr.Jul 2021 5.8% 5.7% ↓ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr.Jul 2021 3.8% 5.7% ↓ 16 Nursing and Allied Professional Overtime Apr.Jul 2021 3.8% 5.7% ↓ 16 Nursing and Allied Professional Overtime Apr.Jul 2021 1.000 1.122 ↓ 17 Nursende Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 2.1% ↓	8	Hospital Standardized Mortality Ratio	2020/2021	92	99		$\mathbf{\Psi}$
Admitted Patients Waiting for Inpatient Bed Placement Apr-Jul 2021 44.0 48.3 ▲ 11 Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.95 0.99 ▲ 12 Long Stay Patients Apr-Jul 2021 N/A 84.6 ₩ 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 95% 82.9% ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 22.8% 37.3% ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% ● ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% ● ● 17 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 5.7% ● ● 18 Lost Time Claims Rate 2020/2021 5.3 8.9 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ● 2 Hospital Readmission Rates Overall Apr		CAPACITY FOR CARE ACROSS ALL SECTORS					
11 Patients Length of Stay Relative to Expected Length of Stay Apr-Dec 2020 0.95 0.99 ▲ 12 Long Stay Patients Apr-Jul 2021 I/A 84.6 ₩ 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 5.8% ♥ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 62.9% ♥ 14 Non-emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 95% 62.9% ♥ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% 5.7% ♥ 16 Nursing and Allied Professional Overtime Apr-Jul 2021 5.8% 5.7% ♥ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 5.3 8.9 ♥ 18 Lost Time Claims Rate 2020/2021 1.6% 2.1% ♥ 19 Budget Performance Ratio Apr-Due 2020 10.0% 1.122 ♥ 21 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 2.6% 0.21% ♥ ♥ 2 Hospital Readmission Rates	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/A 84.6 ₩ 13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 5.8% ₩ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 82.9% ♥ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 37.3% ♥ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 5.8% 5.7% ♥ 16 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 10.9% ♥ 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 10.9% ♥ 18 Lost Time Claims Rate 200/2021 5.3 8.9 ♥ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ♥ 21 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.8% 2.1% ♥ 21 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 2.8.0 22.9.2 ♥ 21 Worsened Pressure Ulcer in Long Term Care Facil	10	Admitted Patients Waiting for Inpatient Bed Placement	Apr-Jul 2021	44.0	48.3		₩
13 Alternate Level of Care (ALC) Days Apr-Jul 2021 12.9% 5.8% ● 14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 82.9% ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 37.3% ● ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 3.9% 10.9% ● ● 18 Lost Time Claims Rate 2020/2021 5.3 8.9 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ● ● 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 2.38.0 229.2 ● ● 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ● ● 4 Mental Health & Substance Use Patients Hospital (Age 75+) Apr-Dec 2020 10.3% 16.1% ● ● 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 13.3% 16.1% ● ● 4 Mental Health & Substance Use Protintental (Age 75+)	11	Patients Length of Stay Relative to Expected Length of Stay	Apr-Dec 2020	0.95	0.99		₩
14 Non-emergency Surgeries Completed Within 26 Weeks Apr-Jul 2021 95% 82.9% ● 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 37.3% ● ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 5.7% ● ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 10.9% ● ● 18 Lost Time Claims Rate 2020/2021 5.3 8.9 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ● ● 21 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 2.1% ● ● 21 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ▲ ● 3 Hospital Readmission Rates Overall Apr-Dec 2020 13.3% 16.1% ● ● 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ● ● 5 Patients with Chronic Conditions Admitted	12	Long Stay Patients	Apr-Jul 2021	N/A	84.6		₩
15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr-Jul 2021 22.8% 37.3% ● 16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 5.7% ● ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 10.9% ● ● 18 Lost Time Claims Rate Apr-Jul 2021 3.9% 10.9% ● ● 18 Budget Performance Ratie Apr-Jul 2021 1.000 1.122 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.6% 2.1% ● ● 2 Hospital Readmission Rates for Residents (Age 70+) 2020/2021 2.8.0 22.9.2 ● ● 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% △ ● 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ● ● 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 13.4% ● ● ● 4 Mental Health & Substance Use Patient	13	Alternate Level of Care (ALC) Days	Apr-Jun 2021	12.9%	5.8%		₩
STAFF Apr-Jul 2021 5.8% 5.7% Image: Star Star Star Star Star Star Star Star	14	Non-emergency Surgeries Completed Within 26 Weeks	Apr-Jul 2021	95%	82.9%	•	1
16 Nursing and Allied Professional Sick Time Apr-Jul 2021 5.8% 5.7% ● 17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 10.9% ● 18 Lost Time Claims Rate 2020/2021 5.3 8.9 ● ● 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ● ● 20 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 2.1% ● ● 1 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 2.1% ● ● 2 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ▲ ● 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ● ● 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Duc 2020 3.448 2.544 ● ● 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ● ● 7 Home Health Services Provided Within Benchmark	15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr-Jul 2021	22.8%	37.3%	•	₩
17 Nursing and Allied Professional Overtime Apr-Jul 2021 3.9% 10.9% ↓ 18 Lost Time Claims Rate 2020/2021 5.3 8.9 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.6% 2.1% ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 229.2 ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 9 Admissions to Long Term Care Within 30 Days Apr-Jul 2021 75% 74.5% ↓ 10 Emergency Visits by Lo		STAFF					
18 Lost Time Claims Rate 2020/2021 5.3 8.9 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ↓ 19 Budget Performance Ratio Apr-Jul 2021 1.6% 2.1% ↓ 11 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 2.86.0 229.2 ↓ 12 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 229.2 ↓ 13 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ↓ 14 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 15 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.544 ↓ 16 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 17 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75% 74.5% ↓ 10 Emerg	16	Nursing and Allied Professional Sick Time	Apr-Jul 2021	5.8%	5.7%		$\mathbf{\Psi}$
BUDGET ACCOUNTABILITY 19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 2.88.0 229.2 ↓ 3 Hospitalization Rates for Residents (Age 70+) 2020/2021 2.38.0 229.2 ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 10.0% 10.9% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Ju	17	Nursing and Allied Professional Overtime	Apr-Jul 2021	3.9%	10.9%	•	$\mathbf{\Psi}$
19 Budget Performance Ratio Apr-Jul 2021 1.000 1.122 ↓ Surrey Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 2.1% ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 229.2 ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 <	18	Lost Time Claims Rate	2020/2021	5.3	8.9	•	$\mathbf{\Psi}$
Surrey Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2020/2021 1.6% 2.1% ↓ 2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 229.2 ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Assessment (RAI-HC) Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care Within 30 Days Apr-Jul 2021 75.8 95.8 ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0		BUDGET ACCOUNTABILITY					
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2 Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 229.2 ↓ 3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3.448 2.544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ Meeting Target 10	Su	rey Community					
3 Hospital Readmission Rates Overall Apr-Dec 2020 10.0% 10.9% ▲ ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ↓ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 <td>1</td> <td>Worsened Pressure Ulcer in Long Term Care Facilities</td> <td>2020/2021</td> <td>1.6%</td> <td>2.1%</td> <td>•</td> <td>$\mathbf{\Psi}$</td>	1	Worsened Pressure Ulcer in Long Term Care Facilities	2020/2021	1.6%	2.1%	•	$\mathbf{\Psi}$
4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr-Dec 2020 13.3% 16.1% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,544 ↓ 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 75.8 95.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5	2	Hospitalization Rates for Residents (Age 70+)	2020/2021	238.0	229.2		Ψ
5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr-Dec 2020 3,448 2,544 ● 6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ● 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ● ● 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ● ● 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ▲ ● 10 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 75.8 95.8 ● ● 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ● ● 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ● ● 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ● ● 12 Meeting Target 10 10 10 10 10 10	3	Hospital Readmission Rates Overall	Apr-Dec 2020	10.0%	10.9%		Ψ
6 Low Acuity Emergency Visits by Community Apr-Jul 2021 100.0 91.5 ↓ 7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ↓ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ↓ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 12 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 13 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 14 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ 15	4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr-Dec 2020	13.3%	16.1%	•	•
7 Home Health Services Provided Within Benchmark Time Apr-Jul 2021 50% 59.4% ▲ 8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ▲ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ▲ ▲ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 ▲ ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ ↓ KPI Count By Status Meeting Target 10	5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr-Dec 2020	3,448	2,544		•
8 Wait Time for Home Health Assessment (RAI-HC) Apr-Jul 2021 30.0 14.5 ↓ 9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ▲ ↑ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 ↓ ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ ↓ KPI Count By Status Meeting Target 10	6	Low Acuity Emergency Visits by Community	Apr-Jul 2021	100.0	91.5		•
9 Admissions to Long Term Care within 30 Days Apr-Jul 2021 75% 74.5% ▲ ↑ 10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 ↓ 11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 ↓ KPI Count By Status Meeting Target 10	7	Home Health Services Provided Within Benchmark Time	Apr-Jul 2021	50%	59.4%		1
10 Emergency Visits by Home Health Clients Jul2020-Jun2021 75.8 95.8 Image: Constraint of the second secon	8	Wait Time for Home Health Assessment (RAI-HC)	Apr-Jul 2021	30.0	14.5		$\mathbf{\Psi}$
11 Emergency Visits by Long Term Care Clients Jul2020-Jun2021 30.0 43.5 KPI Count By Status Meeting Target 10 	9	Admissions to Long Term Care within 30 Days	Apr-Jul 2021	75%	74.5%		1
KPI Count By Status Meeting Target 10	10	Emergency Visits by Home Health Clients	Jul2020-Jun2021	75.8	95.8	•	$\mathbf{\Psi}$
Meeting Target 1 0	11	Emergency Visits by Long Term Care Clients	Jul2020-Jun2021	30.0	43.5	•	₩
					KPI Count By St		us
Notes Within 10% of Target 🛆 5		_		Meeting T	arget		10
	Note	IS CONTRACTOR OF CONTRACTOR		Within 109	% of Target		5

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

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Not Meeting Target