

## **Our Health Care Report Card**

**Fiscal Period:** FP11, 2021/22 - Ending Feb 03, 2022

Not Meeting Target

15

Surrey Mem	lemorial Hosi

## Patients Length of Stay Relative to Expected Length of Stay   Apr 1 - Jun 30, 2021   0.95   1.00	No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence		QUALITY AND SAFETY					
Hand Hyglene Compliance	1	In-Hospital Clostridioides Difficile Infection (CDI) Incidence	Apr 1, 2021 - Feb 3, 2022	4.5	3.8		•
In-Hospital Sepsis Rate	2	In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence	Apr 1, 2021 - Feb 3, 2022	5.5	4.3		•
In-Hospital Acquired Delirium	3	Hand Hygiene Compliance	Apr 1, 2021 - Feb 3, 2022	80%	86.9%		1
In-Hospital Acquired Non-Aspiration Pneumonia	4	In-Hospital Sepsis Rate	Apr 1 - Dec 9, 2021	3.8	7.9	•	•
In-Hospital Acquired Urinary Tract Infection	5	In-Hospital Acquired Delirium	Apr 1 - Dec 9, 2021	7.3	11.3	•	•
## Hospital Standardized Mortality Ratio  ## CAPACITY FOR CARE ACROSS ALL SECTORS  ## Emergency Patients Admitted to Hospital Within 10 Hours  ## Apr 1, 2021 - Feb 3, 2022	6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr 1 - Dec 9, 2021	7.3	13.6	•	Ψ
CAPACITY FOR CARE ACROSS ALL SECTORS  9 Emergency Patients Admitted to Hospital Within 10 Hours	7	In-Hospital Acquired Urinary Tract Infection	Apr 1 - Dec 9, 2021	10.0	11.2	•	•
## Apr 1, 2021 - Feb 3, 2022	8	Hospital Standardized Mortality Ratio	Apr 1 - Sep 30, 2021	93	100.9		•
Admitted Patients Waiting for Inpatient Bed Placement  Apr 1, 2021 - Feb 3, 2022		CAPACITY FOR CARE ACROSS ALL SECTORS					
Patients Length of Stay Relative to Expected Length of Stay   Apr 1 - Jun 30, 2021   0.95   1.00	9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr 1, 2021 - Feb 3, 2022	65.0%	20.9%	•	1
12	10	Admitted Patients Waiting for Inpatient Bed Placement	Apr 1, 2021 - Feb 3, 2022	44.0	54.1	•	Ψ.
Apr 1 - Dec 9, 2021 72.9% 6.3% ↓ ↑ Non-emergency Surgeries Completed Within 26 Weeks Apr 1, 2021 - Feb 3, 2022 95% 78.2% ↓ ↑ ↑ Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr 1, 2021 - Feb 3, 2022 22.8% 45.0% ↓ ↑ ↑ Non-Emergency Surgeries Waiting Longer Than 26 Weeks STAFF    Nursing and Allied Professional Sick Time	11	Patients Length of Stay Relative to Expected Length of Stay	Apr 1 - Jun 30, 2021	0.95	1.00		Ψ.
Apr 1 - Dec 9, 2021 72.9% 6.3% ↓ ↑ Non-emergency Surgeries Completed Within 26 Weeks Apr 1, 2021 - Feb 3, 2022 95% 78.2% ↓ ↑ ↑ Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr 1, 2021 - Feb 3, 2022 22.8% 45.0% ↓ ↑ ↑ Non-Emergency Surgeries Waiting Longer Than 26 Weeks STAFF    Nursing and Allied Professional Sick Time	12	Long Stay Patients	Apr 1, 2021 - Feb 3, 2022	N/A	91.4		4
Non-Emergency Surgeries Waiting Longer Than 26 Weeks  STAFF  Nursing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  22.8%  45.0%  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  3.9%  11.5%  Warsing and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  3.9%  11.5%  Warsing and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  3.9%  11.5%  Warsing and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  3.9%  11.5%  Warsing and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  3.9%  11.5%  Warsing and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  1.000  1.101  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.101  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.101  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.101  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.000  1.000  1.001  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.000  1.001  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.000  1.001  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.000  1.001  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.001  Warsing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.001  1.000  1.001  Warsing and Allied Professional Care Allied Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.000  1.001  1.000  1.001  Warsing and Allied Professional Care Allied Sick Time  Apr 1, 2021 - Feb 3, 2022  1.000  1.0	13	Alternate Level of Care (ALC) Days	Apr 1 - Dec 9, 2021	12.9%	6.3%		
Non-Emergency Surgeries Waiting Longer Than 26 Weeks  STAFF  Nursing and Allied Professional Sick Time  Apr 1, 2021 - Feb 3, 2022  5.8%  6.6%  Waiting and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  7.8%  Apr 1, 2021 - Feb 3, 2022  7.8%  6.6%  Waiting and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022  7.8%  Apr 1, 2021 - Feb 3, 2022  Apr 1, 2021 - Feb	14	Non-emergency Surgeries Completed Within 26 Weeks	Apr 1, 2021 - Feb 3, 2022	95%	78.2%	•	1
Nursing and Allied Professional Sick Time  Nursing and Allied Professional Overtime  Apr 1, 2021 - Feb 3, 2022 3.9% 11.5% ↓  Nursing and Allied Professional Overtime  Apr 1 - Sep 30, 2021 5.3 8.8 ↓  BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr 1, 2021 - Feb 3, 2022 1.000 1.101 ↓  WSURVEY COMMUNITY  Worsened Pressure Ulcer in Long Term Care Facilities  Apr 1 - Dec 31, 2021 1.6% 2.2% ↓  Hospitalization Rates for Residents (Age 70+) 2020/2021 238.0 229.2 ↓  Hospital Readmission Rates Overall  Apr 1 - Jun 30, 2021 10.0% 10.5% ↓  Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr 1 - Jun 30, 2021 13.3% 13.9% ↓  Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr 1 - Jun 30, 2021 3,448 2,758 ↓  Low Acuity Emergency Visits by Community Apr 1, 2021 - Feb 3, 2022 50% 54.7% ↓  With Time for Home Health Assessment (RAI-HC) Apr 1, 2021 - Feb 3, 2022 75% 71.8% ↓  Mait Time for Home Health Clients Dec 11, 2020 - Dec 9, 2021 30.0 43.8 ↓  Emergency Visits by Long Term Care Clients Dec 11, 2020 - Dec 9, 2021 75.8 94.1 ↓  Emergency Visits by Long Term Care Clients Dec 11, 2020 - Dec 9, 2021 75.8 94.1 ↓  Wetering Target 9	15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr 1, 2021 - Feb 3, 2022	22.8%	45.0%	•	Ψ.
Nursing and Allied Professional Overtime  Lost Time Claims Rate  BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr 1, 2021 - Feb 3, 2022  Apr 1, 2021 -		STAFF	•				
Nursing and Allied Professional Overtime  Lost Time Claims Rate  BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr 1, 2021 - Feb 3, 2022  Apr 1, 2021 -	16	Nursing and Allied Professional Sick Time	Apr 1, 2021 - Feb 3, 2022	5.8%	6.6%	•	•
18	17	•	·	3.9%	11.5%	•	Ť
BUDGET ACCOUNTABILITY  Budget Performance Ratio  Apr 1, 2021 - Feb 3, 2022 1.000 1.101	18	•	·		8.8	•	Ů
Surrey Community   1   Worsened Pressure Ulcer in Long Term Care Facilities   Apr 1 - Dec 31, 2021   1.6%   2.2%   ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓		BUDGET ACCOUNTABILITY	,				·
1   Worsened Pressure Ulcer in Long Term Care Facilities	19	Budget Performance Ratio	Apr 1, 2021 - Feb 3, 2022	1.000	1.101	•	•
1   Worsened Pressure Ulcer in Long Term Care Facilities	Sui	rey Community	<u> </u>				
Apr 1 - Jun 30, 2021 10.0% 10.5% ↓  Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)  Patients with Chronic Conditions Admitted to Hospital (Age 75+)  Low Acuity Emergency Visits by Community  Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Dec 11, 2020 - Dec 9, 2021  Apr 1 - Jun 30, 2021  13.3% 13.9% ↓  Apr 1 - Jun 30, 2021  13.3% 13.9% ↓  Apr 1 - Jun 30, 2021  13.3% 13.9% ↓  Apr 1 - Jun 30, 2021  13.3% 13.9% ↓  Apr 1 - Jun 30, 2021  14.0% 10.0% 10.5% ↓  Apr 1 - Jun 30, 2021  15.0% 54.7% ↓  Apr 1, 2021 - Feb 3, 2022  100.0 88.8 ↓  Apr 1, 2021 - Feb 3, 2022  100.	1	Worsened Pressure Ulcer in Long Term Care Facilities	Apr 1 - Dec 31, 2021	1.6%	2.2%	•	Ψ.
Meeting Target  Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)  Apr 1 - Jun 30, 2021  Apr 1 - Jun 30, 20	2	Hospitalization Rates for Residents (Age 70+)	2020/2021	238.0	229.2		Ψ.
Patients with Chronic Conditions Admitted to Hospital (Age 75+)  Apr 1 - Jun 30, 2021  3,448  2,758  4  Apr 1, 2021 - Feb 3, 2022  100.0  88.8  Home Health Services Provided Within Benchmark Time  Apr 1, 2021 - Feb 3, 2022  50%  54.7%  Wait Time for Home Health Assessment (RAI-HC)  Apr 1, 2021 - Feb 3, 2022  30.0  8.8  Home Health Assessment (RAI-HC)  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2020 - Dec 9, 2021  75.8  94.1  Home Health Clients  Dec 11, 2020 - Dec 9, 2021  75.8  94.1  Home Health Clients  Dec 11, 2020 - Dec 9, 2021  75.8  Home Health Clients  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  75%  71.8%  Apr 1, 2021 - Feb 3, 2022  75%  75%  71.8%  Apr 1, 2021 - Feb 3	3	Hospital Readmission Rates Overall	Apr 1 - Jun 30, 2021	10.0%	10.5%		4
6 Low Acuity Emergency Visits by Community Apr 1, 2021 - Feb 3, 2022 100.0 88.8	4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr 1 - Jun 30, 2021	13.3%	13.9%		•
Home Health Services Provided Within Benchmark Time  Wait Time for Home Health Assessment (RAI-HC)  Apr 1, 2021 - Feb 3, 2022  Ap	5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr 1 - Jun 30, 2021	3,448	2,758		4
8 Wait Time for Home Health Assessment (RAI-HC) Apr 1, 2021 - Feb 3, 2022 30.0 8.8  4 Admissions to Long Term Care within 30 Days Apr 1, 2021 - Feb 3, 2022 75% 71.8% Apr 1, 2021 - Feb 3, 2022 75% 71.8%  4 Dec 11, 2020 - Dec 9, 2021 75.8 94.1  5 Dec 11, 2020 - Dec 9, 2021 75.8 94.1  6 Wait Time for Home Health Assessment (RAI-HC) Apr 1, 2021 - Feb 3, 2022 75% 71.8% Apr 1, 2021 - Feb 3, 2022 75% 75.8  75.8  94.1  4 Pr 1 Pr	6	Low Acuity Emergency Visits by Community	Apr 1, 2021 - Feb 3, 2022	100.0	88.8		•
Admissions to Long Term Care within 30 Days  Emergency Visits by Home Health Clients  Dec 11, 2020 - Dec 9, 2021  Emergency Visits by Long Term Care Clients  Dec 11, 2020 - Dec 9, 2021  Emergency Visits by Long Term Care Clients  Dec 11, 2020 - Dec 9, 2021  Emergency Visits by Long Term Care Clients  Emergency Visits by Long Term Care Clients  Dec 11, 2020 - Dec 9, 2021  Emergency Visits by Long Term Care Clients  Emergency Visits by Long Term Care Clients  Emergency Visits by Long Term Care Clients  Dec 11, 2020 - Dec 9, 2021  Emergency Visits by Long Term Care Clients	7	Home Health Services Provided Within Benchmark Time	Apr 1, 2021 - Feb 3, 2022	50%	54.7%		<b>1</b>
Emergency Visits by Home Health Clients  Dec 11, 2020 - Dec 9, 2021  Dec 11, 2020 - Dec 9, 2021  Total Property Visits by Long Term Care Clients  Dec 11, 2020 - Dec 9, 2021  Dec 11, 2020 - Dec 9, 2021  Total Property Visits by Long Term Care Clients  Dec 11, 2020 - Dec 9, 2021  Replication Total Property Visits by Long Term Care Clients  Meeting Target  9	8	Wait Time for Home Health Assessment (RAI-HC)	Apr 1, 2021 - Feb 3, 2022	30.0	8.8		•
Emergency Visits by Home Health Clients  Dec 11, 2020 - Dec 9, 2021  Replication  KPI Count By Status  Meeting Target  9	9	Admissions to Long Term Care within 30 Days	Apr 1, 2021 - Feb 3, 2022	75%	71.8%		<b>1</b>
KPI Count By Status  Meeting Target 9	10	Emergency Visits by Home Health Clients	Dec 11, 2020 - Dec 9, 2021	75.8	94.1	•	•
Meeting Target 9	11	Emergency Visits by Long Term Care Clients	Dec 11, 2020 - Dec 9, 2021	30.0	43.8	•	Ψ
Meeting Parget				KPI Count By St		ınt By Statu	S
Notes Within 10% of Target $\triangle$ 5		_		Meeting Ta	ırget		9
dim 1070 of faigot	Notes				Within 10% of Target		5

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

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