

Our Health Care Report Card

Surrey Memorial Hospital

Fiscal Period: FP01, 201920- Ending May 02, 2019

| No | Measure Name | Time Frame | Target | Actual | Status | Preferred Direction |
|---------------------------------------------|---------------------------------------------------------------------------------|-----------------|--------|--------|--------|---------------------|
| QUALITY AND SAFETY | | | | | | |
| 1 | In-Hospital <i>Clostridioides Difficile</i> Infection (CDI) Incidence | Apr,2019 | 4.5 | 4.2 | ● | ↓ |
| 2 | In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence | Apr,2019 | 7.0 | 4.3 | ● | ↓ |
| 3 | Hand Hygiene Compliance | Apr,2019 | 80% | 80.7% | ● | ↑ |
| 4 | In-Hospital Sepsis Rate | Apr2018-Feb2019 | 3.8 | 5.5 | ◆ | ↓ |
| 5 | In-Hospital Acquired Delirium | Apr2018-Feb2019 | 7.3 | 10.9 | ◆ | ↓ |
| 6 | In-Hospital Acquired Non-Aspiration Pneumonia | Apr2018-Feb2019 | 7.3 | 8.5 | ◆ | ↓ |
| 7 | In-Hospital Acquired Urinary Tract Infection | Apr2018-Feb2019 | 10.0 | 9.4 | ● | ↓ |
| 8 | Hospital Standardized Mortality Ratio | Apr-Sep 2018 | 87 | 94.1 | ▲ | ↓ |
| CAPACITY FOR CARE ACROSS ALL SECTORS | | | | | | |
| 9 | Emergency Patients Admitted to Hospital Within 10 Hours | Apr,2019 | 44.0% | 28.0% | ◆ | ↑ |
| 10 | Admitted Patients Waiting for Inpatient Bed Placement | Apr,2019 | 50.8 | 74.5 | ◆ | ↓ |
| 11 | Patients Length of Stay Relative to Expected Length of Stay | Apr-Sep 2018 | 0.95 | 1.025 | ▲ | ↓ |
| 12 | Long Stay Patients | Apr,2019 | N/A | 100.4 | | ↓ |
| 13 | Alternate Level of Care (ALC) Days | Apr2018-Feb2019 | 10.0% | 10.1% | ▲ | ↓ |
| 14 | Non-emergency Surgeries Completed Within 26 Weeks | Apr,2019 | 95% | 80.9% | ◆ | ↑ |
| 15 | Non-Emergency Surgeries Waiting Longer Than 26 Weeks | Apr,2019 | 22.8% | 35.4% | ◆ | ↓ |
| STAFF | | | | | | |
| 16 | Sick Time Rate | Apr,2019 | 5.0% | 4.70% | ● | ↓ |
| 17 | Overtime Rate | Apr,2019 | 2.8% | 4.85% | ◆ | ↓ |
| 18 | Lost Time Claims Rate | Oct-Dec 2018 | 5.4 | 6.1 | ◆ | ↓ |
| BUDGET ACCOUNTABILITY | | | | | | |
| 19 | Budget Performance Ratio | Apr,2019 | 1.000 | 1.020 | ▲ | ↓ |

Surrey Community

| | | | | | | |
|----|----------------------------------------------------------------------------|--------------|-------|-------|---|---|
| 1 | Worsened Pressure Ulcer in Residential Care Facilities | Apr-Dec 2018 | 2.0% | 1.99% | ● | ↓ |
| 2 | Hospitalization Rates for Residents (Age 70+) | 2017/2018 | 257.7 | 259.0 | ▲ | ↓ |
| 3 | Hospital Readmission Rates Overall | Apr-Sep 2018 | 10.0% | 11.0% | ▲ | ↓ |
| 4 | Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) | Apr-Jun 2018 | 12.0% | 15.0% | ◆ | ↓ |
| 5 | Patients with Chronic Conditions Admitted to Hospital (Age 75+) | Apr-Sep 2018 | 3,411 | 3,992 | ◆ | ↓ |
| 6 | Low Acuity Emergency Visits by Community | Apr,2019 | 102.7 | 113.1 | ◆ | ↓ |
| 7 | Home Health Services Provided Within Benchmark Time | Apr,2019 | 50% | 31.1% | ◆ | ↑ |
| 8 | Wait Time for Home Health Assessment (RAI-HC) | Apr,2019 | 38.2 | 22.5 | ● | ↓ |
| 9 | Admissions to Residential Care within 30 Days | Apr,2019 | 75% | 94.7% | ● | ↑ |
| 10 | Emergency Visits by Home Health Clients | 2018/2019 | 75.8 | 94.39 | ◆ | ↓ |
| 11 | Emergency Visits by Residential Care Clients | 2018/2019 | 30.0 | 56.49 | ◆ | ↓ |

KPI Count By Status

| | | |
|----------------------|---|----|
| Meeting Target | ● | 8 |
| Within 10% of Target | ▲ | 6 |
| Not Meeting Target | ◆ | 15 |

Notes

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