# Our Health Care Report Card

## Ridge Meadows Hospital

<table>
<thead>
<tr>
<th>No</th>
<th>Measure Name</th>
<th>Time Frame</th>
<th>Target</th>
<th>Actual</th>
<th>Status</th>
<th>Preferred Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>In-Hospital <em>Clostridium Difficile</em> Infection (CDI) Incidence</td>
<td>Apr, 2018</td>
<td>4.5</td>
<td>0.0</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>2</td>
<td>In-Hospital Methicillin-Resistant <em>Staphylococcus Aureus</em> (MRSA) Incidence</td>
<td>Apr, 2018</td>
<td>7.0</td>
<td>5.3</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>3</td>
<td>Hand Hygiene Compliance</td>
<td>Apr, 2018</td>
<td>80%</td>
<td>79.4%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>4</td>
<td>In-Hospital Sepsis Rate</td>
<td>Apr-Dec 2017</td>
<td>2.6</td>
<td>2.8</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>5</td>
<td>In-Hospital Acquired Delirium</td>
<td>Apr-Dec 2017</td>
<td>4.2</td>
<td>3.5</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>6</td>
<td>In-Hospital Acquired Non-Aspiration Pneumonia</td>
<td>Apr-Dec 2017</td>
<td>4.9</td>
<td>7.6</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>7</td>
<td>In-Hospital Acquired Urinary Tract Infection</td>
<td>Apr-Dec 2017</td>
<td>7.8</td>
<td>10.6</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>8</td>
<td>Hospital Standardized Mortality Ratio</td>
<td>Apr-Sep 2017</td>
<td>91</td>
<td>96</td>
<td></td>
<td>↓</td>
</tr>
</tbody>
</table>

### CAPACITY FOR CARE ACROSS ALL SECTORS

<table>
<thead>
<tr>
<th>No</th>
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</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Emergency Patients Admitted to Hospital Within 10 Hours</td>
<td>Apr, 2018</td>
<td>44.0%</td>
<td>24.3%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>10</td>
<td>Admitted Patients Waiting for Inpatient Bed Placement</td>
<td>Apr, 2018</td>
<td>10.7</td>
<td>15.2</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>11</td>
<td>Patients Length of Stay Relative to Expected Length of Stay</td>
<td>Apr-Dec 2017</td>
<td>0.95</td>
<td>1.032</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>12</td>
<td>Long Stay Patients</td>
<td>Apr, 2018</td>
<td>N/A</td>
<td>42.0</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>13</td>
<td>Alternate Level of Care Days</td>
<td>Apr-Dec 2017</td>
<td>10.0%</td>
<td>15.8%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>14</td>
<td>Non-emergency Surgeries Completed Within 26 Weeks</td>
<td>Apr, 2018</td>
<td>95%</td>
<td>80.0%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>15</td>
<td>Non-Emergency Surgeries Waiting Longer Than 26 Weeks</td>
<td>Apr, 2018</td>
<td>23%</td>
<td>19.0%</td>
<td></td>
<td>↑</td>
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</tbody>
</table>

### STAFF

<table>
<thead>
<tr>
<th>No</th>
<th>Measure Name</th>
<th>Time Frame</th>
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<th>Actual</th>
<th>Status</th>
<th>Preferred Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Sick Time Rate</td>
<td>Apr, 2018</td>
<td>5.0%</td>
<td>5.12%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>17</td>
<td>Overtime Rate</td>
<td>Apr, 2018</td>
<td>2.8%</td>
<td>3.54%</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>18</td>
<td>Lost Time Claims Rate</td>
<td>Oct-Dec 2017</td>
<td>5.4</td>
<td>4.5</td>
<td></td>
<td>↑</td>
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</tbody>
</table>

### BUDGET ACCOUNTABILITY

<table>
<thead>
<tr>
<th>No</th>
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<th>Time Frame</th>
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<th>Status</th>
<th>Preferred Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>Budget Performance Ratio</td>
<td>Apr, 2018</td>
<td>1.000</td>
<td>1.054</td>
<td></td>
<td>↑</td>
</tr>
</tbody>
</table>

## Maple Ridge Community

<table>
<thead>
<tr>
<th>No</th>
<th>Measure Name</th>
<th>Time Frame</th>
<th>Target</th>
<th>Actual</th>
<th>Status</th>
<th>Preferred Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Worsened Pressure Ulcer in Residential Care Facilities</td>
<td>Apr-Nov 2017</td>
<td>2.0%</td>
<td>2.2%</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>2</td>
<td>Age-Standardized Hospitalization Rates for FH Residents (Age 70+)</td>
<td>2016/2017</td>
<td>258.3</td>
<td>306.7</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>3</td>
<td>Readmission Rates Utilization (Emergent/Urgent), All Causes</td>
<td>Apr-Sep 2017</td>
<td>10.0%</td>
<td>10.9%</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>4</td>
<td>Mental Health &amp; Substance Use Patients Hospital Readmission Rate (Age 15+)</td>
<td>Apr-Dec 2017</td>
<td>12.0%</td>
<td>10.7%</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>5</td>
<td>Ambulatory Care Sensitive Conditions Hospital Admissions Rate (Age 75+)</td>
<td>Apr-Dec 2017</td>
<td>3.411</td>
<td>4.040</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>6</td>
<td>Low Acuity Emergency Visits by Community</td>
<td>Apr, 2018</td>
<td>102.7</td>
<td>157.6</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>7</td>
<td>Home Health Services Provided Within Benchmark Time</td>
<td>Apr, 2018</td>
<td>50%</td>
<td>57.1%</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>8</td>
<td>Wait Time for Home Health Assessment</td>
<td>Apr, 2018</td>
<td>38.2</td>
<td>36.1</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>9</td>
<td>Admissions to Residential Care within 30 Days</td>
<td>Apr, 2018</td>
<td>75%</td>
<td>80.0%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>10</td>
<td>Emergency Visits by Home Health Clients</td>
<td>2017/2018</td>
<td>75.8</td>
<td>100.84</td>
<td></td>
<td>↓</td>
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<tr>
<td>11</td>
<td>Emergency Visits by Residential Care Clients</td>
<td>2017/2018</td>
<td>33.0</td>
<td>72.47</td>
<td></td>
<td>↓</td>
</tr>
</tbody>
</table>

## KPI Count By Status

- **Meeting Target**: 9
- **Within 10% of Target**: 8
- **Not Meeting Target**: 12

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