

## Our Health Care Report Card

### Langley Memorial Hospital

Fiscal Period: FP11, 2020/21 - Ending Feb 04, 2021

| No  | Measure Name  | Time Frame      | Target | Actual | Status | Preferred Direction |
|---|---|-----------------|--------|--------|--------|---------------------|
| <b>QUALITY AND SAFETY</b>                   |   |                 |        |        |        |                     |
| 1   | In-Hospital <i>Clostridioides Difficile</i> Infection (CDI) Incidence           | Apr2020-Jan2021 | 4.5    | 10.7   | ◆      | ↓                   |
| 2   | In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence | Apr2020-Jan2021 | 5.5    | 4.3    | ●      | ↓                   |
| 3   | Hand Hygiene Compliance   | Apr2020-Jan2021 | 80%    | 86.6%  | ●      | ↑                   |
| 4   | In-Hospital Sepsis Rate   | Apr-Dec 2020    | 2.9    | 2.8    | ●      | ↓                   |
| 5   | In-Hospital Acquired Delirium   | Apr-Dec 2020    | 6.9    | 5.7    | ●      | ↓                   |
| 6   | In-Hospital Acquired Non-Aspiration Pneumonia                                   | Apr-Dec 2020    | 6.8    | 5.1    | ●      | ↓                   |
| 7   | In-Hospital Acquired Urinary Tract Infection                                    | Apr-Dec 2020    | 10.0   | 22.4   | ◆      | ↓                   |
| 8   | Hospital Standardized Mortality Ratio   | Apr-Sep 2020    | 92     | 77     | ●      | ↓                   |
| <b>CAPACITY FOR CARE ACROSS ALL SECTORS</b> |   |                 |        |        |        |                     |
| 9   | Emergency Patients Admitted to Hospital Within 10 Hours                         | Apr2020-Jan2021 | 65.0%  | 32.9%  | ◆      | ↑                   |
| 10  | Admitted Patients Waiting for Inpatient Bed Placement                           | Apr2020-Jan2021 | 9.4    | 12.6   | ◆      | ↓                   |
| 11  | Patients Length of Stay Relative to Expected Length of Stay                     | Apr-Jun 2020    | 0.95   | 0.89   | ●      | ↓                   |
| 12  | Long Stay Patients  | Apr2020-Jan2021 | N/A    | 17.7   |        | ↓                   |
| 13  | Alternate Level of Care (ALC) Days  | Apr-Dec 2020    | 12.9%  | 23.0%  | ◆      | ↓                   |
| 14  | Non-emergency Surgeries Completed Within 26 Weeks                               | Apr2020-Jan2021 | 95%    | 75.4%  | ◆      | ↑                   |
| 15  | Non-Emergency Surgeries Waiting Longer Than 26 Weeks                            | Apr2020-Jan2021 | 22.8%  | 26.1%  | ◆      | ↓                   |
| <b>STAFF</b>                                |   |                 |        |        |        |                     |
| 16  | Nursing and Allied Professional Sick Time                                       | Apr2020-Jan2021 | 5.8%   | 4.9%   | ●      | ↓                   |
| 17  | Nursing and Allied Professional Overtime  | Apr2020-Jan2021 | 3.9%   | 5.2%   | ◆      | ↓                   |
| 18  | Lost Time Claims Rate   | Apr-Sep 2020    | 5.3    | 8.7    | ◆      | ↓                   |
| <b>BUDGET ACCOUNTABILITY</b>                |   |                 |        |        |        |                     |
| 19  | Budget Performance Ratio  | Apr2020-Jan2021 | 1.000  | 1.098  | ▲      | ↓                   |

### Langley Community

|    |  |                 |       |       |   |   |
|----|--|-----------------|-------|-------|---|---|
| 1  | Worsened Pressure Ulcer in Long Term Care Facilities                       | Apr-Sep 2020    | 1.6%  | 2.6%  | ◆ | ↓ |
| 2  | Hospitalization Rates for Residents (Age 70+)                              | 2019/2020       | 247.6 | 273.6 | ◆ | ↓ |
| 3  | Hospital Readmission Rates Overall   | Apr-Jun 2020    | 10.0% | 10.6% | ▲ | ↓ |
| 4  | Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) | Apr-Jun 2020    | 13.3% | 22.8% | ◆ | ↓ |
| 5  | Patients with Chronic Conditions Admitted to Hospital (Age 75+)            | Apr-Jun 2020    | 3,448 | 3,463 | ▲ | ↓ |
| 6  | Low Acuity Emergency Visits by Community                                   | Apr2020-Jan2021 | 102.7 | 64.3  | ● | ↓ |
| 7  | Home Health Services Provided Within Benchmark Time                        | Apr2020-Jan2021 | 50%   | 47.2% | ▲ | ↑ |
| 8  | Wait Time for Home Health Assessment (RAI-HC)                              | Apr2020-Jan2021 | 30.0  | 22.1  | ● | ↓ |
| 9  | Admissions to Long Term Care within 30 Days                                | Apr2020-Jan2021 | 75%   | 70.8% | ▲ | ↑ |
| 10 | Emergency Visits by Home Health Clients                                    | Dec2019-Nov2020 | 75.8  | 78.3  | ▲ | ↓ |
| 11 | Emergency Visits by Long Term Care Clients                                 | Dec2019-Nov2020 | 30.0  | 27.8  | ● | ↓ |

#### KPI Count By Status

|                      |   |    |
|----------------------|---|----|
| Meeting Target       | ● | 11 |
| Within 10% of Target | ▲ | 6  |
| Not Meeting Target   | ◆ | 12 |

#### Notes

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