

Our Health Care Report Card

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CALITY AND SAFEY In-Hospital Costridicides Difficile Infection (CDI) Incidence Apr 1 - Aug 17, 2023 3.3 3.0 ↓	No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence		QUALITY AND SAFETY					
Agr 1 - Aug 17, 2023 80% 81.0% 1 - In-Hospital Sepsis Rate	1	In-Hospital Clostridioides Difficile Infection (CDI) Incidence	Apr 1 - Aug 17, 2023	3.3	3.0		•
In-Hospital Sepsis Rate	2	In-Hospital Methicillin-Resistant Staphylococcus aureus (MRSA) Incidence	Apr 1 - Aug 17, 2023	3.8	4.8	•	•
S	3	Hand Hygiene Compliance	Apr 1 - Aug 17, 2023	80%	81.0%		1
R-Hospital Acquired Non-Aspiration Pneumonia	4	In-Hospital Sepsis Rate	Apr 1 - Jun 22, 2023	2.9	0.7		•
In-Hospital Acquired Urinary Tract Infection	5	In-Hospital Acquired Delirium	Apr 1 - Jun 22, 2023	6.9	2.0		•
8 Hospital Standardized Mortality Ratio CAPACITY FOR CARE ACROSS ALL SECTORS 9 Emergency Patients Admitted to Hospital Within 10 Hours 10 Admitted Patients Waiting for Inpatient Bed Placement 11 Apr 1 - Aug 17, 2023 12 Long Stay Patients Length of Stay (Apr 1 - Sep 30, 2022 13 Alternate Level of Care (ALC) Days 14 Alternate Level of Care (ALC) Days 15 Apr 1 - Aug 17, 2023 16 Apr 1 - Aug 17, 2023 17 Aug 24 8 18 Apr 1 - Aug 17, 2023 18 Bursten Stay (Apr 1 - Aug 17, 2023 19 Bursten Stay (Apr 1 - Aug 17, 2023 19 Bursten Stay (Apr 1 - Aug 17, 2023 10 Bursten Stay (A	6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr 1 - Jun 22, 2023	6.8	7.1		Ψ
Emergency Patients Admitted to Hospital Within 10 Hours Apr 1 - Aug 17, 2023 65.0% 15.8% ↑ ↑ Admitted Patients Waiting for Inpatient Bed Placement Apr 1 - Aug 17, 2023 9.0 19.6 ↑ ↓ Admitted Patients Waiting for Inpatient Bed Placement Apr 1 - Sep 30, 2022 0.95 1.00	7	In-Hospital Acquired Urinary Tract Infection	Apr 1 - Jun 22, 2023	10.0	21.2	•	Ψ
## Emergency Patients Admitted to Hospital Within 10 Hours Apr 1 - Aug 17, 2023 65.0% 15.8% ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑	8	Hospital Standardized Mortality Ratio	2022/2023	96	94		•
Admitted Patients Waiting for Inpatient Bed Placement Apr 1 - Aug 17, 2023 9.0 19.6 ↓ Patients Length of Stay Relative to Expected Length of Stay Apr 1 - Sep 30, 2022 0.95 1.00 ↓ Long Stay Patients Apr 1 - Aug 17, 2023 1.09 1.00 ↓ Apr 1 - Aug 17, 2023 1.29 17.20 1.00 ↓ Non-emergency Surgeries Completed Within 26 Weeks Apr 1 - Jun 22, 2023 12.9 17.2 17.2 12.2 12.2 12.3 12.9 17.2 17.2 12.2 12.3 12.9 17.2 17.2 17.2 17.2 12.2 12.3 12.9 17.2 17.2 17.2 17.2 17.2 17.2 17.2 17.2		CAPACITY FOR CARE ACROSS ALL SECTORS					
Patients Length of Stay Relative to Expected Length of Stay Apr 1 - Sep 30, 2022 0.95 1.00	9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr 1 - Aug 17, 2023	65.0%	15.8%	•	1
12 Long Stay Patients	10	Admitted Patients Waiting for Inpatient Bed Placement	Apr 1 - Aug 17, 2023	9.0	19.6	•	•
13 Alternate Level of Care (ALC) Days Apr 1 - Jun 22, 2023 12.9% 17.2% ↓ 14 Non-emergency Surgeries Completed Within 26 Weeks Apr 1 - Aug 17, 2023 95% 89.3% ↓ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr 1 - Aug 17, 2023 22.8% 7.1% ↓ 15 Nursing and Allied Professional Sick Time Apr 1 - Aug 17, 2023 5.8% 5.6% ↓ 16 Nursing and Allied Professional Overtime Apr 1 - Aug 17, 2023 3.9% 9.9% ↓ 18 Lost Time Claims Rate 2022/2023 5.3 7.8 ↓ 8 BUGGET ACCOUNTABILITY Budget Performance Ratio Apr 1 - Aug 17, 2023 1.000 1.130 ↓ 19 Budget Performance Ratio Apr 1 - Aug 17, 2023 1.6% 2.2% ↓ ↓ Langley Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2022/2023 1.6% 2.2% ↓ ↓ 2 Hospital Readmission Rates Overall Apr 1 - Sep 30, 2022 210.0% 10.3% ↓ ↓ 3 Hospital Readmission Rates Overal	11	Patients Length of Stay Relative to Expected Length of Stay	Apr 1 - Sep 30, 2022	0.95	1.00		•
14 Non-emergency Surgeries Completed Within 26 Weeks Apr 1 - Aug 17, 2023 95% 89.3% ▲ 15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr 1 - Aug 17, 2023 22.8% 7.1% Ψ STAFF 16 Nursing and Allied Professional Sick Time Apr 1 - Aug 17, 2023 3.9% 9.9% Ψ 18 Lost Time Claims Rate 2022/2023 5.3 7.8 Ψ 18 Lost Time Claims Rate 2022/2023 5.3 7.8 Ψ BUDGET ACCOUNTABILITY 19 Budget Performance Ratio Apr 1 - Aug 17, 2023 1.000 1.130 Ψ Langley Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2022/2023 1.6% 2.2% Ψ 2 Hospitalization Rates for Residents (Age 70+) 2021/2022 213.7 263.4 Ψ 3 Hospital Readmission Rates Overall Apr 1 - Sep 30, 2022 10.0% 10.3% Ψ 4 Mental Health & Substance Use Patients Hospital (Age 75+) Apr 1 - Sep 30, 2022 13.3% 13.5% Δ Ψ	12	Long Stay Patients	Apr 1 - Aug 17, 2023	N/A	24.8		•
15 Non-Emergency Surgeries Waiting Longer Than 26 Weeks Apr 1 - Aug 17, 2023 22.8% 7.1% ▼ ▼	13	Alternate Level of Care (ALC) Days	Apr 1 - Jun 22, 2023	12.9%	17.2%	•	•
STAFF 16 Nursing and Allied Professional Sick Time Apr 1 - Aug 17, 2023 5.8% 5.6% ↓ 17 Nursing and Allied Professional Overtime Apr 1 - Aug 17, 2023 3.9% 9.9% ↓ 18 Lost Time Claims Rate 2022/2023 5.3 7.8 ↓ 8UDGET ACCOUNTABILITY BUBGET ACCOUNTABILITY The Aug 17, 2023 1.000 1.130 ↓ 19 Budget Performance Ratio Apr 1 - Aug 17, 2023 1.000 1.130 ↓ Langley Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2022/2023 1.6% 2.2% ↓ 1 Hospitalization Rates for Residents (Age 70+) 2021/2022 213.7 263.4 ↓ 4 Hospital Readmission Rate (Age 70+) 2021/2022 13.3% 13.5% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr 1 - Sep 30, 2022 13.3% 13.5% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr 1 - Sep 30, 2022 3.448 2.838 <td< td=""><td>14</td><td>Non-emergency Surgeries Completed Within 26 Weeks</td><td>Apr 1 - Aug 17, 2023</td><td>95%</td><td>89.3%</td><td></td><td>1</td></td<>	14	Non-emergency Surgeries Completed Within 26 Weeks	Apr 1 - Aug 17, 2023	95%	89.3%		1
16 Nursing and Allied Professional Sick Time Apr 1 - Aug 17, 2023 5.8% 5.6% ↓ 17 Nursing and Allied Professional Overtime Apr 1 - Aug 17, 2023 3.9% 9.9% ↓ 18 Lost Time Claims Rate 2022/2023 5.3 7.8 ↓ BUDGET ACCOUNTABILITY 19 Budget Performance Ratio Apr 1 - Aug 17, 2023 1.000 1.130 ↓ Langley Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2022/2023 1.6% 2.2% ↓ 2 Hospitalization Rates for Residents (Age 70+) 2021/2022 213.7 263.4 ↓ 3 Hospital Readmission Rates Overall Apr 1 - Sep 30, 2022 10.0% 10.3% ↓ 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) Apr 1 - Sep 30, 2022 13.3% 13.5% ↓ 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr 1 - Sep 30, 2022 3,448 2,838 ↓ 6 Low Acuity Emergency Visits by Community Apr 1 - Aug 17, 2023 10.0 84.9 ↓ 7 Ho	15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr 1 - Aug 17, 2023	22.8%	7.1%		•
17 Nursing and Allied Professional Overtime		STAFF					
Lost Time Claims Rate BUDGET ACCOUNTABILITY 19 Budget Performance Ratio Apr 1 - Aug 17, 2023 1.000 1.130 ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	16	Nursing and Allied Professional Sick Time	Apr 1 - Aug 17, 2023	5.8%	5.6%		•
BUGET ACCOUNTABILITY 19 Budget Performance Ratio	17	Nursing and Allied Professional Overtime	Apr 1 - Aug 17, 2023	3.9%	9.9%	•	•
Budget Performance Ratio	18	Lost Time Claims Rate	2022/2023	5.3	7.8	•	•
Langley Community 1 Worsened Pressure Ulcer in Long Term Care Facilities 2 022/2023 1.6% 2.2% 4 Worsened Pressure Ulcer in Long Term Care Facilities 2 021/2022 2 13.7 2 63.4 4 Worsened Pressure Ulcer in Long Term Care Facilities 3 Hospitalization Rates for Residents (Age 70+) 3 Hospital Readmission Rates Overall 4 Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+) 5 Patients with Chronic Conditions Admitted to Hospital (Age 75+) 6 Low Acuity Emergency Visits by Community 7 Home Health Services Provided Within Benchmark Time 8 Wait Time for Home Health Assessment (RAI-HC) 9 Admissions to Long Term Care within 30 Days 10 Emergency Visits by Home Health Clients 11 Emergency Visits by Long Term Care Clients Meeting Target 11 11 12 Morsened Pressure Ulcer in Long Term Care Within # Union		BUDGET ACCOUNTABILITY					
1 Worsened Pressure Ulcer in Long Term Care Facilities 2022/2023 1.6% 2.2% ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	19	Budget Performance Ratio	Apr 1 - Aug 17, 2023	1.000	1.130	•	•
Hospitalization Rates for Residents (Age 70+) 2021/2022 213.7 263.4 ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	Lar	ngley Community					
Hospital Readmission Rates Overall 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 Emergency Visits by Long Term Care Clients Apr 1 - Sep 30, 2022 3,448 2,838 47.9% Apr 1 - Aug 17, 2023 47.9% Apr 1 - Aug 17, 2023 30.0 15.7 47.9% Apr 1 - Aug 17, 2023 30.0 15.7 48. Apr 1 - Aug 17, 2023 Apr 1 - Aug 17,	1	Worsened Pressure Ulcer in Long Term Care Facilities	2022/2023	1.6%	2.2%	•	•
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 Apr 1 - Sep 30, 2022 3,448 2,838 U Thome Health Services Provided Within Benchmark Time Apr 1 - Aug 17, 2023 Apr 1 - Aug 17, 2023 Apr 1 - Aug 17, 2023 Admissions to Long Term Care within 30 Days Apr 1 - Aug 17, 2023 Apr 1 - Aug	2	Hospitalization Rates for Residents (Age 70+)	2021/2022	213.7	263.4	•	Ψ
Patients with Chronic Conditions Admitted to Hospital (Age 75+) Apr 1 - Sep 30, 2022 3,448 2,838 Wheeting Target Apr 1 - Sep 30, 2022 3,448 3,448 3,448 4,838 Wheeting Target Apr 1 - Sep 30, 2022 3,448 3,448 3,448 4,838 Wheeting Target Apr 1 - Sep 30, 2022 3,448 3,448 4,838 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 100.0 84.9 Wheeting Target Apr 1 - Aug 17, 2023 100.0 84.9 Wheeting Target 110.0 100.0 100.0 100.0 84.9 Wheeting Target 110.0 100.0	3	Hospital Readmission Rates Overall	Apr 1 - Sep 30, 2022	10.0%	10.3%		•
Low Acuity Emergency Visits by Community Apr 1 - Aug 17, 2023 Apr 1 - Aug 17, 2023 By Wait Time for Home Health Assessment (RAI-HC) Apr 1 - Aug 17, 2023 Apr 1 - Aug 17, 2	4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	Apr 1 - Sep 30, 2022	13.3%	13.5%		•
7 Home Health Services Provided Within Benchmark Time Apr 1 - Aug 17, 2023 50% 47.9% ▲ 8 Wait Time for Home Health Assessment (RAI-HC) Apr 1 - Aug 17, 2023 30.0 15.7 ↓ 9 Admissions to Long Term Care within 30 Days Apr 1 - Aug 17, 2023 75% 68.1% ▲ ↑ 10 Emergency Visits by Home Health Clients Jul2022-Jun2023 75.8 65.3 ↓ 11 Emergency Visits by Long Term Care Clients Jul2022-Jun2023 30.0 37.9 ↓ KPI Count By Status Meeting Target 11	5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr 1 - Sep 30, 2022	3,448	2,838		•
8 Wait Time for Home Health Assessment (RAI-HC) 9 Admissions to Long Term Care within 30 Days 10 Emergency Visits by Home Health Clients 11 Emergency Visits by Long Term Care Clients 12 Emergency Visits by Long Term Care Clients 13 Jul2022-Jun2023 14 Emergency Visits by Long Term Care Clients 15 Very Meeting Target 16 Very Meeting Target 17 Very Meeting Target 18 Very Meeting Target 19 Very Meeting Target 11 Very Meeting Target 11 Very Meeting Target 11 Very Meeting Target 11 Very Meeting Target 12 Very Meeting Target 15 Very Meeting Target 16 Very Meeting Target 17 Very Meeting Target 18 Very Meeting Target 19 Very Meeting Target 19 Very Meeting Target 10 Very Meeting Target 11 Very Meeting Target 11 Very Meeting Target 11 Very Meeting Target 11 Very Meeting Target 12 Very Meeting Target 13 Very Meeting Target 14 Very Meeting Target 15 Very Meeting Target 16 Very Meeting Target 17 Very Meeting Target 18 Very Meeting Target 19 Very Meeting Target 19 Very Meeting Target 19 Very Meeting Target 19 Very Meeting Target 10 Very Meeting Target 10 Very Meeting Target 10 Very Meeting Target 10 Very Meeting Target 11 Very Meeting Target 12 Very Meeting Target 13 Very Meeting Target 14 Very Meeting Target 15 Very Meeting Target 16 Very Meeting Target 17 Very Meeting Target 18 Very Meeting Target 18 Very Meeting Target 18 Very Meeting Target 19	6	Low Acuity Emergency Visits by Community	Apr 1 - Aug 17, 2023	100.0	84.9		Ψ
Admissions to Long Term Care within 30 Days Apr 1 - Aug 17, 2023 75% 68.1% Emergency Visits by Home Health Clients Jul2022-Jun2023 75.8 65.3 Emergency Visits by Long Term Care Clients Jul2022-Jun2023 30.0 37.9 KPI Count By Status Meeting Target 11	7	Home Health Services Provided Within Benchmark Time	Apr 1 - Aug 17, 2023	50%	47.9%		1
Emergency Visits by Home Health Clients Jul2022-Jun2023 75.8 65.3 U Emergency Visits by Long Term Care Clients Jul2022-Jun2023 30.0 37.9 KPI Count By Status Meeting Target 11	8	Wait Time for Home Health Assessment (RAI-HC)	Apr 1 - Aug 17, 2023	30.0	15.7		•
The Emergency Visits by Long Term Care Clients Jul2022-Jun2023 30.0 37.9 KPI Count By Status Meeting Target 11	9	Admissions to Long Term Care within 30 Days	Apr 1 - Aug 17, 2023	75%	68.1%		1
KPI Count By Status Meeting Target 11	10	Emergency Visits by Home Health Clients	Jul2022-Jun2023	75.8	65.3		•
Meeting Target 11	11	Emergency Visits by Long Term Care Clients	Jul2022-Jun2023	30.0	37.9	•	Ψ
Wedning larget - 11	· <u></u>			KPI Count By Status		S	
Notes Within 10% of Target 4		_		Meeting Target			11
	Note			Within 10%	of Target		7

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

11

Not Meeting Target

Fiscal Period: FP05, 2023/24 - Ending Aug 17, 2023