

## Our Health Care Report Card

### Surrey Memorial Hospital

Fiscal Period: FP07, 201920 - Ending Oct 17, 2019

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	Apr-Oct 2019	4.5	3.4	●	↓
2	In-Hospital Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Incidence	Apr-Oct 2019	5.5	6.7	◆	↓
3	Hand Hygiene Compliance	Apr-Oct 2019	80%	76.9%	▲	↑
4	In-Hospital Sepsis Rate	Apr-Aug 2019	3.8	4.6	◆	↓
5	In-Hospital Acquired Delirium	Apr-Aug 2019	7.3	8.0	▲	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr-Aug 2019	7.3	8.7	◆	↓
7	In-Hospital Acquired Urinary Tract Infection	Apr-Aug 2019	10.0	11.0	▲	↓
8	Hospital Standardized Mortality Ratio	2018/2019	96	99.4	▲	↓
<b>CAPACITY FOR CARE ACROSS ALL SECTORS</b>						
9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr-Oct 2019	46.0%	31.7%	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr-Oct 2019	50.8	65.2	◆	↓
11	Patients Length of Stay Relative to Expected Length of Stay	2018/2019	0.95	1.034	▲	↓
12	Long Stay Patients	Apr-Oct 2019	N/A	105.2		↓
13	Alternate Level of Care (ALC) Days	Apr-Aug 2019	12.9%	11.7%	●	↓
14	Non-emergency Surgeries Completed Within 26 Weeks	Apr-Oct 2019	95%	82.5%	◆	↑
15	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr-Oct 2019	22.8%	40.0%	◆	↓
<b>STAFF</b>						
16	Nursing and Allied Professional Sick Time	Apr-Oct 2019	5.8%	5.4%	●	↓
17	Nursing and Allied Professional Overtime	Apr-Oct 2019	3.9%	6.6%	◆	↓
18	Lost Time Claims Rate	Apr-Jun 2019	5.3	8.1	◆	↓
<b>BUDGET ACCOUNTABILITY</b>						
19	Budget Performance Ratio	Apr-Oct 2019	1.000	1.010	▲	↓

### Surrey Community

1	Worsened Pressure Ulcer in Long Term Care Facilities	Apr-Jun 2019	1.6%	1.30%	●	↓
2	Hospitalization Rates for Residents (Age 70+)	2018/2019	250.8	265.1	▲	↓
3	Hospital Readmission Rates Overall	2018/2019	10.0%	10.6%	▲	↓
4	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	2018/2019	13.3%	15.6%	◆	↓
5	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	2018/2019	3,448	3,981	◆	↓
6	Low Acuity Emergency Visits by Community	Apr-Oct 2019	102.7	110.0	▲	↓
7	Home Health Services Provided Within Benchmark Time	Apr-Oct 2019	50%	31.0%	◆	↑
8	Wait Time for Home Health Assessment (RAI-HC)	Apr-Oct 2019	30.0	26.7	●	↓
9	Admissions to Long Term Care within 30 Days	Apr-Oct 2019	75%	78.1%	●	↑
10	Emergency Visits by Home Health Clients	Sep2018-Sep2019	75.8	109.3	◆	↓
11	Emergency Visits by Long Term Care Clients	Sep2018-Sep2019	30.0	55.0	◆	↓

#### KPI Count By Status

Meeting Target	●	6
Within 10% of Target	▲	9
Not Meeting Target	◆	14

#### Notes

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