

Board Scorecard

Q2 2018-2019

Strategic Direction	Objective We will enhance:	Indicator	Number	Last Year	Last Quarter	Current	Target
Achieve Best Outcomes	Patient Care	QIP Metrics on or exceeding targets*	Q1.0	80%	75%	75%	>75%
		Days Since Last Serious Patient Safety Event	Q2.0	101	132	16	105
Create Positive Experiences	Patient Experience	Patients Surveys Rated Satisfactory or Better	Q3.0	86%	86%	88%	85%
	Wait Times	90th percentile ED Length of Stay for Complex Patients	Q1.4	6.4	6.5	6.2	6.0
Secure Our Future	Financial Health	Total Margin	F1.0	0.81%	-0.39%	-0.19%	0.00%
		Current Ratio	F2.0	1.82	1.95	1.96	>1.46
	Operating Capacity	Occupancy Rate	F3.0	89.4%	92.4%	89.3%	90.0%
		ALC Rate	F4.0	15.3%	15.1%	18.1%	14.0%
		H-SAA Performance Metrics on or exceeding target*	F5.0	22%	56%	56%	100%
	IT Capacity	Cerner Uptime	IT1.0	NA	99.92%	99.94%	99.00%
Inspire Our People	Human Resource Sustainability	Staff Vacancy Rate	HR1.0	1.59%	4.06%	3.98%	<5.33%
		Medical Staff Service Compliment	HR2.0	48%	43%	43%	≤25%
		Employee Development*	HR3.0	50%	100%	100%	100%
	Workplace Health & Safety	Incidents & Lost Time*	HR4.0	100%	67%	100%	100%

*Indicates an aggregate of multiple metrics. See appendix A for details.