







## HAWKESBURY AND DISTRICT GENERAL HOSPITAL CORPORATE SCORECARD/QIP 2019-2020

HQO DIMENSIONS	PILLARS OF EXCELLENCE	PERFORMANCE INDICATOR	2019/2020 PERFORMANCE GOAL	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	DATA TREND	GOAL TREND	
EQUITABLE	TIMELY	REGIONAL ACCESS	Pay-for-results: ED Wait Time ranking (Based on performance ranking)	≤55th	72	73	71	73	↑	↓
	EFFICIENT		<b>NEW</b> Potentially avoidable Emergency Department Visits <b>(C)</b> (Collaboration with PR Residence)	≤21%	15.4% (Jan-March 2019)	4.0% (April-June 2019)	-- (Data unavailable)	-- (Data unavailable)	--	↓
	SAFE	QUALITY MANAGEMENT	Medication reconciliation at discharge	≥85%	83.9% (April and May 2019)	82.4%	94%	90%	↓	↑
	TIMELY		<b>NEW</b> Time to inpatient Bed <b>(M)</b> (90 <sup>th</sup> percentile)	≤8hrs	50.5hrs	58.0 hrs	43.5 hrs	48hrs	↑	↓
	EFFECTIVE		Reduce ALOS	ALOS≤ELOS	1.2 days greater = 11.4 beds	0.7 days greater = 6.8 beds	1.6 days greater = 15.1 beds	0.8 days greater = 8.3 beds	↓	↓
			Readmission within 30 days for Mental Health & Addiction	≤10%	7.1%	0%	5.0%	21.7%	↑	↓
	PATIENT CENTERED	SERVICE DELIVERY	<b>NEW</b> Complaint Acknowledgement within 5 business days	≥90%	96.4% n=28	96.0% n=25	100% n=16	100% n=30	-	↑
			<b>NEW</b> During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? (IP)	≥85%	83.7% n=43	86.8% n=53	80.0% n=60	85.3% n=102	↑	↑
			<b>NEW</b> Before you left the emergency department, did someone discuss with you whether you needed follow-up care? (ED)	≥70%	52.5% n=61	53.3% n=75	60.0% n=85	55.3% n=141	↓	↑
			Patient received enough information on discharge	≥80%	74.5% n=51	76.3% n=59	74.6% n=67	66.7% n=104	↓	↑
	EFFICIENT		ALC Rate	≤12.7%	23.7%	24.0%	25.8%	25.3%	↓	↓
	SAFE	HUMAN RESOURCES	Staff Engagement	≥80%	-	-	77.2%	-	↓	↑
			Workplace violence – number of completed reports <b>(M)</b>	≥10	5	6	3	7	↑	↑
	EFFICIENT	FINANCIAL MANAGEMENT	Reduce overtime pay	≤2.3%	5.1%	6.4%	4.5%	5.5%	↑	↓
			Reduce sick pay	≤3.8%	5.0%	6.1%	5.2%	6.3%	↑	↓

\*No NRC surveying in June/July 2019.

**Hawkesbury and District General Hospital  
Corporate Scorecard/QIP 2019-2020 - *Glossary of Terms***

<b>Current Value</b>		The current value is the fiscal year to date value calculated for the indicator. Most indicators are measured quarterly. For those that are measured monthly, the reporting month will appear on the indicator detailed page.
<b>Performance Goal</b>		This is the goal for each indicator as set by the Hawkesbury General Hospital. This is based on the strategic direction of the Hospital and on internal/external benchmarks.
<b>Current Status</b>	    	<p>Red indicates that the performance indicator has not met the performance goal.</p> <p>Yellow indicates that the current performance indicator is within 5% of achieving the goal.</p> <p>Green indicates the performance indicator has exceeded or is equal to the performance goal.</p>
<b>Performance Trend</b>	    	<p>Performance has improved over the previous reporting period.</p> <p>Performance has decreased over the previous reporting period.</p> <p>Performance has not changed over the previous reporting period.</p>