









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

HGO DIMENSIONS		PILLARS OF EXCELLENCE		PERFORMANCE INDICATOR	2019/2020 PERFORMANCE GOAL	Q1 2019-20	LHIN AVERAGE	MOHLTC AVERAGE
EQUITABLE	TIMELY	REGIONAL ACCESS	Pay-for-results: ED Wait Time ranking (Based on performance ranking)		≤55th	72	-	-
	EFFICIENT		NEW Potentially avoidable Emergency Department Visits (C) (Collaboration with PR Residence)		≤21%	15.4% (Jan-March 2019)	18.4%	17.7%
	SAFE	QUALITY MANAGEMENT	Medication reconciliation at discharge		≥85%	83.9% (April and May 2019)	-	-
	TIMELY		NEW Time to inpatient Bed (M) (90 th percentile)		≤8hrs	50.50hrs	-	17hrs (34% of pt within 8hrs)
	EFFECTIVE	SERVICE DELIVERY	Reduce ALOS		ALOS≤ELOS	1.2 days greater = 6 BEDS	-	-
			Readmission within 30 days for Mental Health & Addiction		≤10%	7.1% n=14	-	-
	NEW Complaint Acknowledgement within 5 business days		≥90%	96.4% n=28	-	-		
	NEW 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%	80.8% n=26	80.3%	78.7% (NRCH)		
	NEW Before you left the emergency department, did someone discuss with you whether you needed follow up care? (ED)		≥70%	67.9% n=28	65.8%	68.2% (NRCH)		
	Patient received enough information on discharge		≥80%	80.6% n=31	64.0%	58.4% (NRCH)		
	EFFICIENT		ALC Rate		≤12.7%	25.2% (April and May 2019)	≤12.7%	≤5% (target)
	SAFE	HUMAN RESOURCES	Staff Engagement		≥80%	-		Approx. 69% (hospitals of similar size)
			Overall incidence of workplace violence (M) –		≥10	5	-	-
	EFFICIENT	FINANCIAL MANAGEMENT	Reduce overtime pay		≤2.3%	5.1%	1.60% (2017-18)	1.80% (2017-18)
			Reduce sick pay		≤3.8%	5.0%	5.70% (2017-18)	4.60% (2017-18)

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

Current Value		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.
Performance Goal		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.
Current Status	  	<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>
Performance Trend	  	<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>