



Forge a new path to meet the changing needs of our growing communities

Champion a culture of exemplary care and deliver clinical excellence

Create an environment where the best experiences happen

Own our role to improve the system

Last revised October 29, 2021

Indicator	Baseline (20/21)	Target (21/22)	Q1	Q2	Q3	Q4	Preferred Direction	Trending (YTD by quarter)	YTD
Current Ratio	0.98	0.86	0.88	0.98			↑	↗	0.98
Total Margin	5.9%	-2.6%	-5.5%	0.1%			↑	↗	0.1%
Medication Reconciliation on Discharge	75.4%	90.0%	87.4%	89.1%			↑	↗	88.3%
Enough Information on Discharge	64.3%	65.0%	64.8%	65.9%			↑	↗	65.4%
Pressure Injuries	2.0%	2.0%	3.3%	3.4%			↓	↘	3.4%
Inpatient Falls Resulting in Harm	0.59	0.5	0.33	0.29			↓	↘	0.31
Two Client Identification Compliance	79%	95%	96.5%	94.4%			↑	↘	95.5%
Average Acute LOS for Typical Medicine Cases	6.7	50th % for Q	6.4	6.2			↓	↘	6.3
Patient Satisfaction	67%	67%	65%	67%			↑	↗	66%
Employee Engagement	48.0%	65.0%	50.0%	N/A			↑	•	50.0%
Physician Engagement	65.0%	71.0%	44.0%	N/A			↑	•	44.0%
Average Sick Days per Employee (annualized)	14.1	10.2	16.5	12.6			↓	↘	14.5
Turnover Rate (quarterly)	3.3%	2.5%	4.0%	2.7%			↓	↘	6.7%
Average Number of ALC Patients at the Newmarket Campus	37.6	44	26	15			↓	↘	20
OHT Implementation	N/A	On track	-	-			N/A	-	N/A

**Legend:**

- Target has been met or exceeded
- Target not met, and favourable from previous quarter
- Target not met, and no change from previous quarter
- Target not met, and unfavourable from previous quarter