
















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 March 15, 2023

Indicator	Baseline (21/22)	Target (22/23)	Q1	Q2	Q3	Q4	Preferred Direction	Trending (YTD by quarter)	YTD
Current Ratio	1.01	0.84	0.92	0.91	0.95		↑		0.92
Total Margin	1.1%	-3.4%	-1.7%	-1.7%	-0.9%		↑		-1.7%
Medication Reconciliation on Discharge	90.3%	91.0%	88.1%	89.1%	90.7%		↑		88.4%
Enough Information on Discharge	66.5%	TBD	n/a	n/a	n/a		↑		n/a
Pressure Injury Prevalence	9.5%	10.0%	7.3%	7.9%	7.3%		↓		7.6%
Inpatient Falls with Serious Harm	2.20	1.6	0.90%	2.20%	2.0%		↓		1.4%
Two Client Identification Compliance	95.7%	95.2%	95.0%	94.8%	96.3%		↑		94.9%
Average Acute LOS for Typical Medicine Cases	6.2	50th % for Q	5.9	6.6	6.2%		↓		6.2
Patient Satisfaction	66%	TBD	n/a	n/a	n/a		↑		n/a
Employee Engagement	45.0%	60.0%	n/a	49%	n/a		↑		49.0%
Physician Engagement	43.0%	71.0%	n/a	42%	n/a		↑		42.0%
Average Sick Days per Employee (annualized)	16.3	12.7	18.1	13.8%	15.1		↓		15.9%
Turnover Rate	3.3%	3.0%	3.2%	2.8%	2.7%		↓		3.0%
Average Number of ALC Patients at the Newmarket Campus	53	44	42	45	22		↓		42
% of Surgical Long Waiters on Waitlist	n/a	25%	47.9%	41.3%	26.4%		↓		26.4%
OHT Composite Performance Indicator	n/a	Green					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