

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: September 5, 2023

Indicator	Baseline (22/23)	Target (23/24)	Q1	Q2	Q3	Q4	Preferred Direction	Trending (YTD by quarter)	YTD
Current Ratio	0.92	0.60	0.84				↑	.	
Total Margin	-1.7%	-7.2%	-6.9%				↑	.	
Average Acute LOS for Typical Medicine Cases	6.2	50th % for Q	6.0				↓	.	
Employee Engagement	49.0%	51.5%	n/a				↑	.	
Medical Staff Engagement	42.0%	44.0%	n/a				↑	.	
Average Sick Days per Employee (annualized)	15.9	12.7	10.5				↓	.	
Turnover Rate	3.0%	3.0%	3.1%				↓	.	
Average Number of ALC Patients at the Newmarket Campus	42	42	34				↓	.	
% of Surgical Long Waiters on Waitlist	26.4%	25%	22.1%				↓	.	
OHT Composite Performance Indicator	n/a	Green	Green				n/a	.	
<b>QIP Indicators</b>									
90th Percentile ED Wait Time to Inpatient Bed	34.5	31.5 hours	41				↓	.	
Discharge Summaries within 2 Days	86%	90.0%	88.2%				↑	.	
Patient Experience	66%*	67%	n/a				↑	.	
Workplace Violence Incidents Resulting in Lost Time or Healthcare	32	26 (6.5 qtrly)	7				↓	.	
Hospital Acquired Pressure Injuries at Prevalence	7.3%	7.0%	6.4%				↓	.	
Inpatient Falls Resulting in Moderate+ Harm	1.6%	1.6%	1.7%				↓	.	

\*FY21/22

**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