

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.						
---	---	--	-------------------------------------	--	--	--	--	--	--

Indicator	Baseline (22/23)	Target (24/25)	Q1	Q2	Q3	Q4	Preferred Direction	Trending (YTD by quarter)	YTD
Current Ratio	0.92	0.52	0.76				↑		0.76
Total Margin	-1.7%	-4.8%	-5.7%				↑		-5.7%
Average Acute LOS for Medicine (Typical Cases)	6.4	50th % for Q*	6.7				↓		6.7
Employee Engagement (annual survey)	49.0%	51.5%*	52.2%				↑		52.2%
Medical Staff Engagement (annual survey)	42.0%	44%*	59.6%				↑		59.6%
Average Sick Days Per Employee (annualized)	15.9	12.0	11.4				↓		11.4
Turnover Rate	3.0%	3.0%	1.9%				↓		1.9%
Average Number of ALC Patients at the Newmarket Campus	42	42	41				↓		41
% of Surgical Long Waiters on Waitlist	26.4%	25%*	11.6%				↓		11.6%
OHT Collaborative Quality Improvement Plan (cQIP) Composite Performance Indicator	n/a	Green	Green				n/a		
<b>QIP Indicators</b>									
90th Percentile ED Wait Time to Inpatient Bed	34.5	38 hours	43.2				↓		43.2
Discharge Summaries within 2 Days <i>*no longer measured</i>	86%	90.0%	N/A				↑		
Patient Experience (9/10 or 10/10 rating on survey)	66%*	67%	71.0%				↑		71%
Workplace Violence Incidents Resulting in Lost Time or Healthcare	32	26 (6.5 qtrly)	4				↓		4
Hospital Acquired Pressure Injuries at Prevalence	7.3%	5.0%	5.3%				↓		5.3%
Inpatient Falls Resulting in Moderate+ Harm	1.6%	1.4%	0.6%				↓		0.6%

\*FY21/22

\*FY23/24

<b>Legend:</b>	
	Target has been met or exceeded
	Target not met, performance favourable from previous quarter
	Target not met, and no change from previous quarter
	Target not met, performance unfavourable from previous quarter

*Note: Not all targets have been updated FY24/25 and they will continue to evolve as we develop the new balanced scorecard.*