
















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	0.73			↑		0.75	
Total Margin	-1.7%	-4.8%	-5.7%	-4.7%			↑		-5.2%	
Average Acute LOS for Medicine (Typical Cases)	6.4	50th % for Q*	6.7	6.6			↓		6.7	
Employee Engagement (annual survey)	49.0%	51.5%*	52.2%	52.2%			↑		52.2%	
Medical Staff Engagement (annual survey)	42.0%	44%*	59.6%	59.6%			↑		59.6%	
Average Sick Days Per Employee (annualized)	15.9	12.0	11.4	12.0			↓		11.7	
Turnover Rate	3.0%	3.0%	1.9%	1.5%			↓		1.7%	
Average Number of ALC Patients at the Newmarket Campus	42	42	41	46			↓		43.5	
% of Surgical Long Waiters on Waitlist	26.4%	25%*	11.6%	12.1%			↓		11.9%	
OHT Collaborative Quality Improvement Plan (cQIP) Composite Performance Indicator	n/a	Green	Green	Green			n/a			
<b>QIP Indicators</b>										
90th Percentile ED Wait Time to Inpatient Bed	34.5	38 hours	43.2	40.9			↓		42.1	
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%	73.4%			↑		72%	
Workplace Violence Incidents Resulting in Lost Time or Healthcare	32	26 (6.5 qtrly)	4	13			↓		9	
Hospital Acquired Pressure Injuries at Prevalence	7.3%	5.0%	5.3%	5.1%			↓		5.2%	
Inpatient Falls Resulting in Moderate+ Harm	1.6%	1.4%	0.6%	0.9%			↓		0.8%	

\*FY21/22

\*FY23/24

**Legend:**

- 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.*