



2016/17 Scorecard

Alexandra Marine and General Hospital	Target	YTD	Q1	Q2	Q3	Q4
People						
Quality						
Falls per 1000 patient days						
InPatient Acute	6.4	5.5	5.5			
InPatient Mental Health	6.4	0.7	0.7			
Overall Fall Rate	6.4	3.1	3.1			
Falls Causing Moderate to Severe Harm(>=Level 4)						
InPatient Acute	0	1	1			
InPatient Mental Health	0	0	0			
Overall Number of Falls Causing Harm	0	1	1			
Medication Reconciliation						
BPMH at Admission	95%	96	96			
Medication Reconciliation at Admission	97%	97	97			
Medication Reconciliation at Discharge	97%	96	96			
Hand Hygiene						
Prior to Patient Contact	100%	95	95			
After Patient Contact	100%	98	98			
Infection Rates						
Central Line Infection (per 1000 central line days)	0	0	0			
Clostridium Difficile (per 1000 patient days)	0	0	0			
Surgical Safety Checklist	100%	99	99			

Alexandra Marine and General Hospital	Target	YTD	Q1	Q2	Q3	Q4
Integration						
Patient Satisfaction						
Acute Care						
Rate the care/services received (% E)	85%	75	75			
Mental Health						
Rate the care/services received (% E or VG)	85%	91	91			
Emergency Department						
Rate the care/services received (%E)	75%	71	71			
By Physicians	75%	69	69			
By Nurses	75%	74	74			
By Other Health Care Providers	75%	70	70			
Pain/Discomfort adequately addressed (% A/SA)	95%	95	95			
Wait time adequately explained (%A/SA)	92%	77	77			
Finance						
Human Resources						
Overtime as % of Total Compensation	1%	1.70%	1.70%			
Sick Time as % of Total Compensation	1.83%	1.50%	1.50%			
H-SAA Indicators						
Total Margin (ratio)	>= 0	-0.53	-0.53			
Current Ratio - H-SAA target	0.45	0.78	0.78			

At or better than target
Up to 10% from target
More than 10% from target