


# Growing Together

## CKHA's Balanced Scorecard



**INDICATOR SOURCE:**  
 QIP Quality Improvement Plan  
 LHIN H-SAA Hospital Sector  
 Accountability Agreement  
 OHA Ontario Hospital Association




Domain	Indicator	Baseline Performance	Target Performance	Target Justification and Comment(s)	Q1 (2018-19)	Q2 (2018-19)	Q3 (2018-19)	Q4 (2018-19)
 Quality Patient Care	Enhance Patient Satisfaction In Patient Med/Surg (QIP)	52.1%	≥ 70%	Meet or exceed high performers				
	Enhance Patient Satisfaction Emergency Care in Chatham and Wallaceburg (QIP)	57.8%	≥ 63%	Meet or exceed high performers				
	Infection rate <i>Clostridium difficile</i> (H-SAA)	0.29	0.0	LHIN H-SAA target				
	Hospital Standardized Mortality Ratio	81%	≤ 81%	Meet or exceed high performers				
	QBP Readmission Rate all cause Chronic Obstructive Pulmonary Disease (QIP)	16.6%	≤ 12%	Achieve 10% improvement to current performance and remain top performer in ESC LHIN				
	QBP Readmission Rate all cause Congestive Heart Failure (QIP)	15.20%	≤ 15%	Achieve 30% improvement over current performance				
	Readmission within 30 days Selected HIGs site specific (H-SAA)	11.90%	≤ 16%	LHIN H-SAA target				
	Wait Times for Emergency Department Length Of Stay For Complex Patients (H-SAA)	6.6	≤ 6.7 hours	Remain top performer and exceed LHIN H-SAA target				
	Wait Times for Emergency Department Length Of Stay For Minor/Uncomplicated Patients (H-SAA)	4.1	≤ 3.7 hours	Be a high performer and exceed LHIN H-SAA target				
	% within Provincial Targets for Orthopedic Surgeries Wait Times Total Hip Replacement (H-SAA)	94.5%	≥ 96%	Be a high performer and exceed LHIN H-SAA target				
	% within Provincial Targets for Orthopedic Surgeries Wait Times Total Knee Replacement (H-SAA)	41.7%	≥ 94%	Be a high performer and exceed LHIN H-SAA target				
	% within Provincial Targets for Diagnostic Imaging Wait Times CT Scan (H-SAA)	61.5%	≥ 90%	Be a high performer and exceed LHIN H-SAA target				
	% within Provincial Targets for Diagnostic Imaging Wait Times MRI (H-SAA)	31.7%	≥ 90%	Be a high performer and exceed LHIN H-SAA target				
Hospital Harm Indicator	6.1	≤ 5.8	Achieve a 5 % improvement over baseline					

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 <b>People and Culture</b>	Enhance Physician Engagement	57.7%	≥ 74%	Meet or exceed Ontario average				
	Enhance Employee Engagement (QIP)	60.1%	≥ 174%	Meet or exceed Ontario average				
	Patient Experience Advisors meaningfully engaged in Programs and Services	54%	= 100%	Fill all 24 patient advisor position on Councils				
	Reduce lost time due to injury and workplace violence	99 days	≤ 94 days	Achieve a 5 % improvement over baseline				
	Improve the percent of departments with reductions in sick hours compared to target	56%	≥ 59%	Maintain or exceed OHA recommended target				
	% of Family Medicine Residents who train in Chatham-Kent choose to practice in rural settings	N/A	≥ 90%					
 <b>Internal Business Processes</b>	% of revenue for capital allocation		= 2%	Sustain investment in capital equipment				
	% of Secondary care of Chatham-Kent residents delivered in Chatham- Kent	81%	> 85%	Achieve a 5 % improvement over baseline				
	Goals and Objectives for the 2018-2021 Strategic Plan	N/A	≥ 90%	Goals and objectives should be achieved within timeframes				
	Medication Reconciliation (QIP) completed on Discharge	25.1%	≥ 40%	Methodology change to improve capture of Med Rec; increase performance by 15% over baseline				
	Workplace Violence Prevention (QIP) as seen in increase in number incidents reported by hospital workers	N/A		Collecting baseline				
 <b>Utilization and Fiscal Health</b>	Balanced Financials Total Margin (H-SAA)	3.31%	≥ 0%	LHIN H-SAA target				
	Balanced Financials Current Ratio (H-SAA)	0.712	≥ 0.44	LHIN H-SAA target				
	ALC Rate Coporate for Acute and Post Acute (H-SAA)	17.1%	≤ 11.5%	Meet or exceed high performers				
	ALC Rate Acute for Chatham and Wallaceburg (H-SAA)	11.7%	≤ 12.5%	Meet or exceed high performers				
	ALC Rate Post Acute (H-SAA)	24.5%	≤ 6.1%	Meet or exceed high performers				
	Occupancy in Acute Care	80%	≥ 95%	Maintain Occupancy at 95% or greater				
	Cost of a Standard Hospital Stay	\$5,520	≤ \$4,811	Meet or exceed high performers				
	Access to ambulatory care with reduction of ambulatory sensitive admissions	4.9%	4.7%	Achieve a 5 % improvement over baseline				