



# Balanced Scorecard Metrics

*This is a compilation of all the metrics track throughout the year.*

## **Financial Health Quadrant**

- Current Ratio (R)
- Total Margin (R)
- % External Revenue
- Receivables
- Administration Expense
- Community donations
- Working Capital

## **Organizational Health Quadrant**

- Nursing FTEs (R)
- WSIB NEER Performance Index
- Employee incidents
  - Injury first aid claims / Healthcare claims / Lost time claims
- Education
- Permanent staff attrition/turnover
- Sick time
- Influenza vaccination rate
- Permanent staff performance appraisals completed
- Overtime
- Employee satisfaction
- Labor relations
  - # of grievances proceeding to arbitration / % of grievances resolved internally

## **Service Integration/Collaboration Quadrant**

- ALC (R)
- Repatriation (R)
- Propensity to discharge to home care (R)
- Champlain LHIN-wide integration initiatives
- Implementation of standard healthcare pathways across the region

## **Patient Access, Safety, Outcomes Quadrant**

- Telehealth consultations
- Diabetes program
  - Total patients/ Number of no-shows/cancellations /Wait time
- Hospital report (patient satisfaction)
- OBSP
- Infection control
  - Nosocomial infection rates (acute) / Nosocomial infection rates- LTC
  - MRSA- methicillin resistant staphylococcus aureus (R)
  - VRE- vancomycin resistant enterococcus (R)
  - Hand hygiene compliance rates
- Medication incidents
  - Medical floor/Emergency/LTC/Pharmacy/Near misses
- Patient incidents
  - Falls/other incidents/near misses
- LTC incidents
  - Falls/other incidents/near misses
- Medication reconciliation
  - Acute/ LTC
- Smoking cessation program
- Complaints
  - Total written/verbal
- Rate of readmission
  - Within 7 days of discharge / within 30 days of discharge
- Four Seasons Lodge
  - MDS-RAI reports
  - Prevalence of stage 1-4 pressure ulcers
  - New stage 2 or greater skin ulcers