

BALANCED SCORECARD

SUMMARY VIEW

2019/2020 - Q3

1.0 HEALTH OUTCOMES →

- 1.1 Readmission rate to UHN (8 HIG groups, HSAA) (QIP) **17.00%**
3 MONTHS LAG
- 1.2 Actual length of hospital stay compared to expected length of stay **0.93**
AS OF OCTOBER
- 1.3 QIP Serious safety event rate **0.28**
AS OF OCTOBER
- 1.4 Surgical site infection rate (Risk-adjusted) (QIP) - TG/TW/PM **N/A N/A N/A**
LAG - JANUARY

3.0 TEAMUHN EXPERIENCE →

- 3.1 Percentage of learners in Education who would recommend a placement at UHN **87.00%**
- 3.2 New hire retention after 2 years **85.78%**
- 3.3 Number of all reported workplace incidents **408**
- 3.4 Number of WSIB reported workplace incidents that required health care, lost time **52**

2.0 PATIENT EXPERIENCE →

- 2.1 Same day surgical cancellation rate (QIP) **4.68%**
1 MONTH LAG
- 2.2 Critical Digital systems downtime hours (EPR) **0.0**
- 2.3 Receive enough info [...] about what to do if [...] worried about your cond/treatment [...]left? (QIP) **60.60%**
3 MONTHS LAG
- 2.4 Emergency department wait time for inpatient bed (QIP) **20.00**
AS OF NOVEMBER

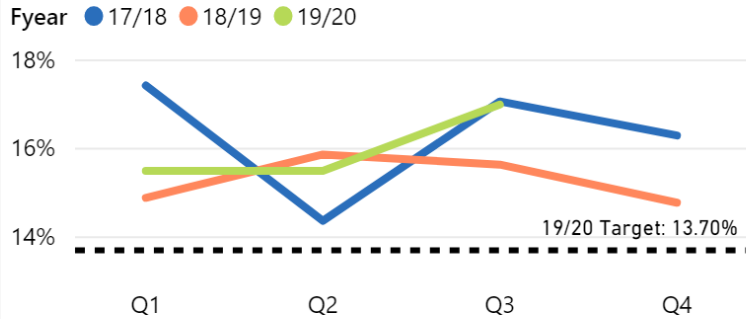
4.0 OPERATIONAL EXCELLENCE →

- 4.1 Alternative Level of Care (ALC) rate (QIP) **11.30%**
- 4.2 Performance against UHN's approved budget & forecast **-0.83%**
VALUES ARE CUMULATIVE
- 4.3 Deferred maintenance renewal **25.00%**
- 4.4 Proportion of industry-sponsored clinical trial agreements completed within 90 days **27.50%**



3 MONTHS LAG

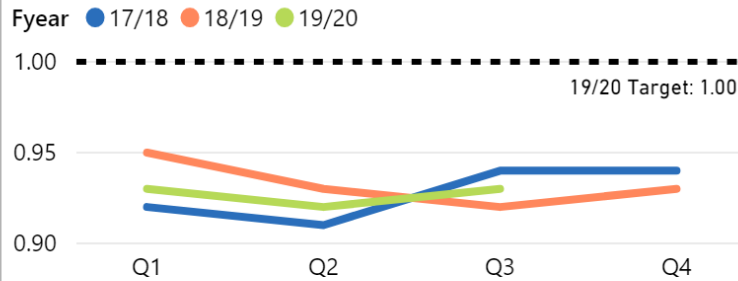
1.1 Readmission rate to UHN (8 HIG groups, HSAAs) (QIP)



17.00%

AS OF OCTOBER

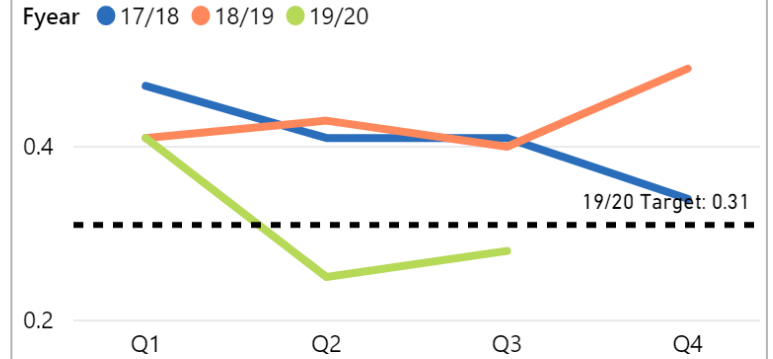
1.2 Actual length of hospital stay compared to expected length of stay (exclude long stay typical cases)



0.93

AS OF OCTOBER

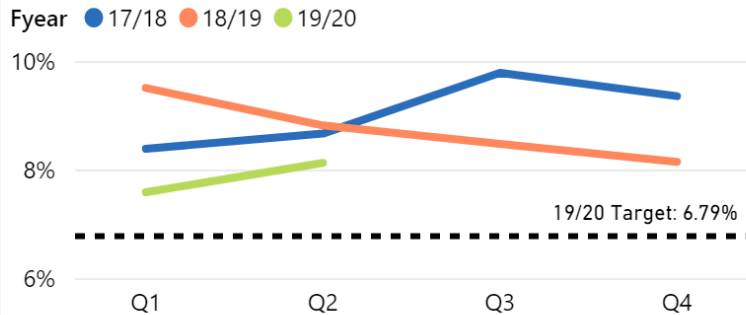
1.3 QIP Serious safety event rate



0.28

LAG - JANUARY

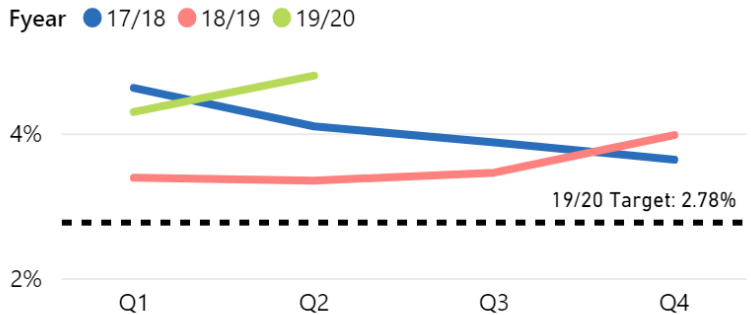
1.4 TGH - Surgical site infection rate (Risk-adjusted) (QIP)



N/A

LAG - JANUARY

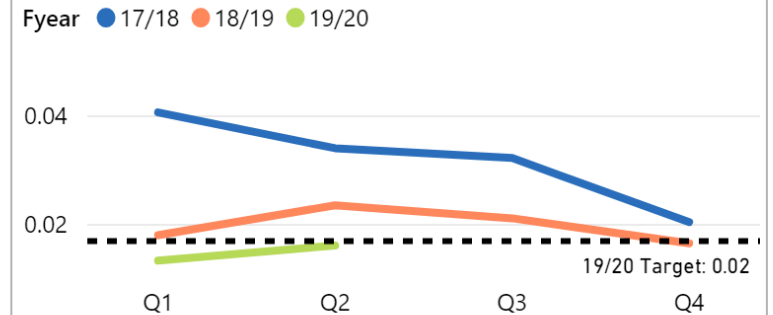
1.4 TWH - Surgical site infection rate (Risk-adjusted) (QIP)



N/A

LAG - JANUARY

1.4 PMH - Surgical site infection rate (Risk-adjusted) (QIP)

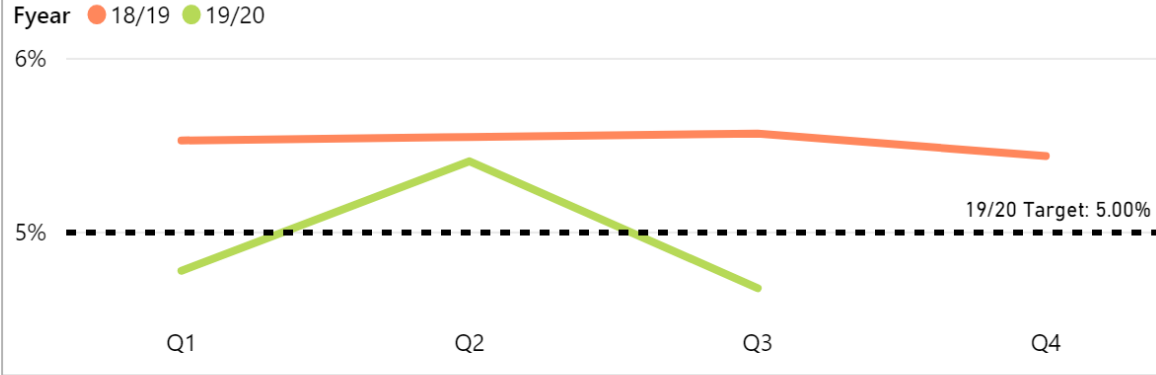


N/A



1 MONTH LAG

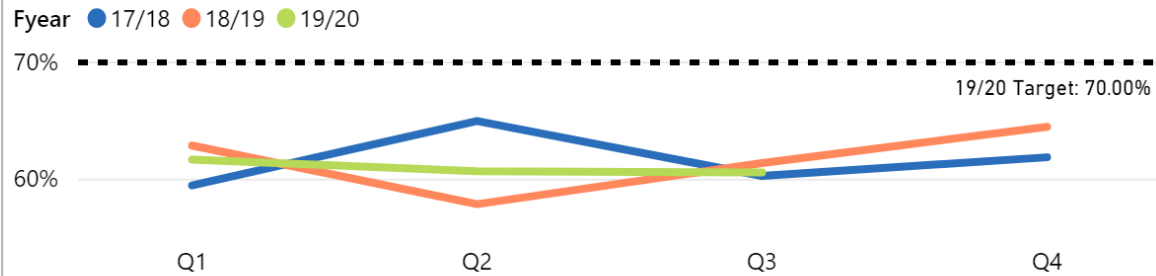
2.1 Same day surgical cancellation rate (QIP)



4.68%

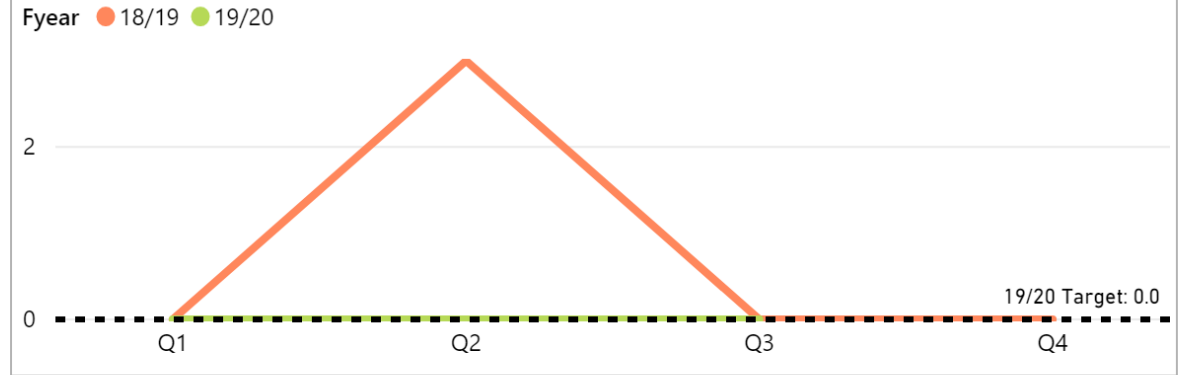
3 MONTHS LAG

2.3 Patient Experience: did you receive enough information from the hospital staff about what to do if you were worried about your condition or treatment after you left the hospital? (QIP)



60.60%

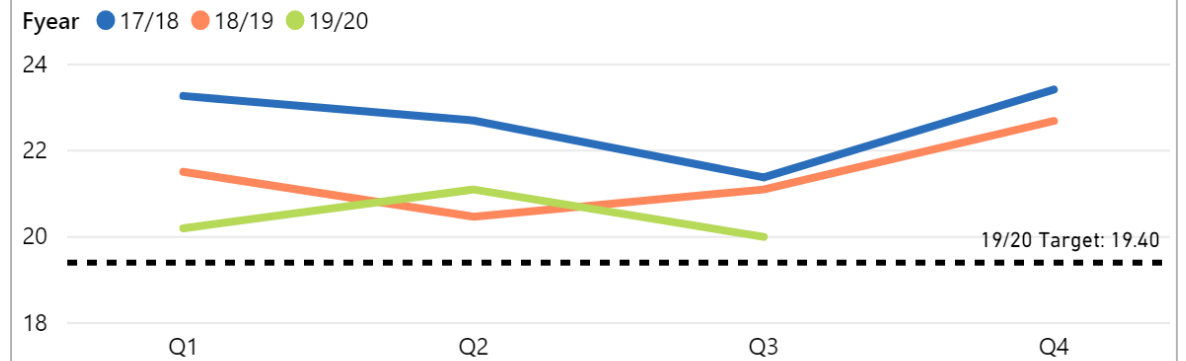
2.2 Critical Digital systems downtime hours (EPR)



0.0

AS OF NOVEMBER

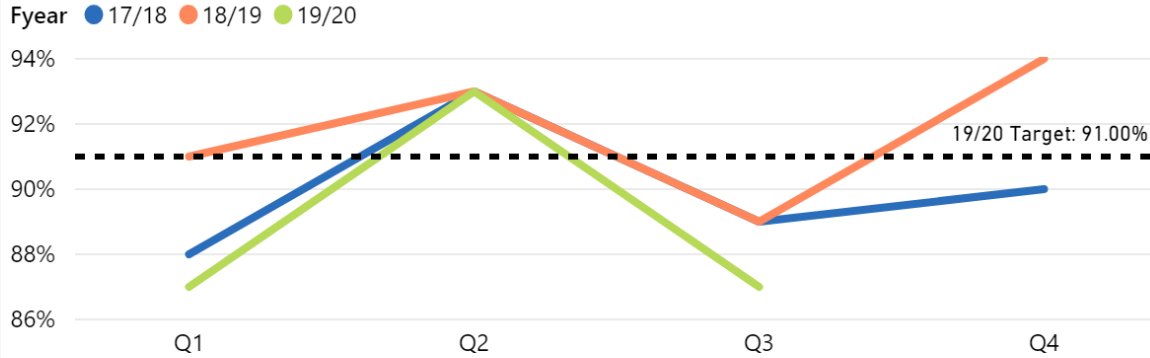
2.4 Emergency department wait time for inpatient bed (QIP)



20.00

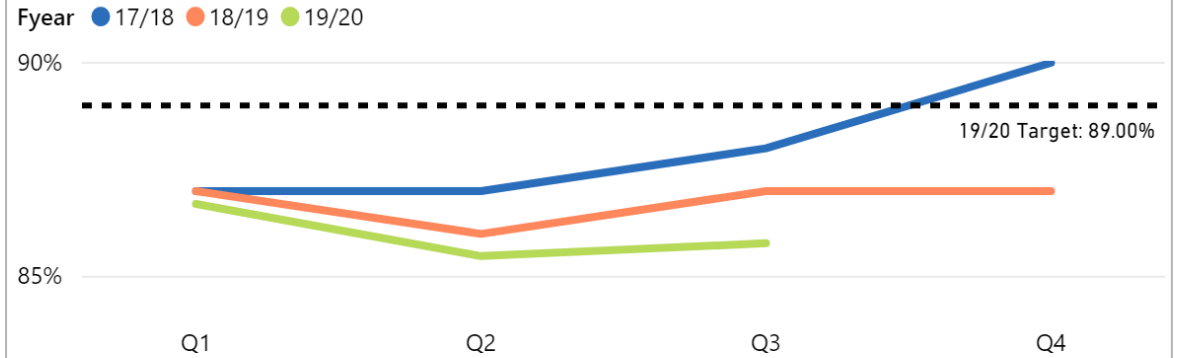


3.1 Percent of learners in Education who would recommend a placement at UHN



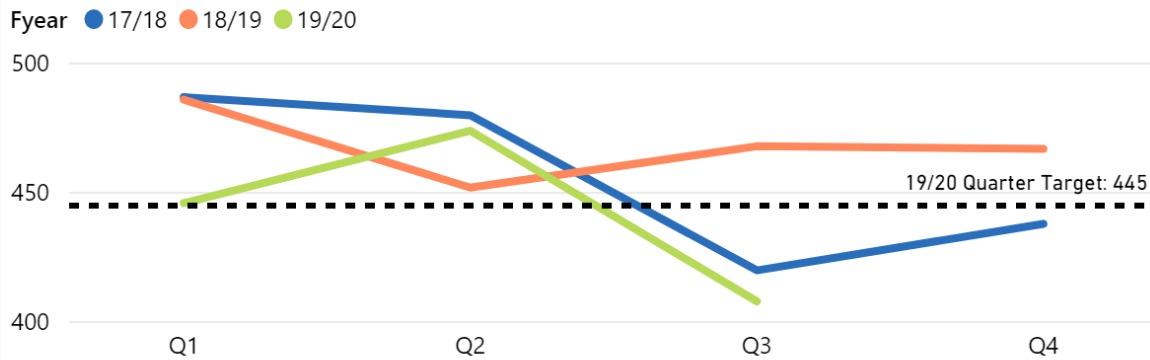
87.00%

3.2 New hire retention after 2 years



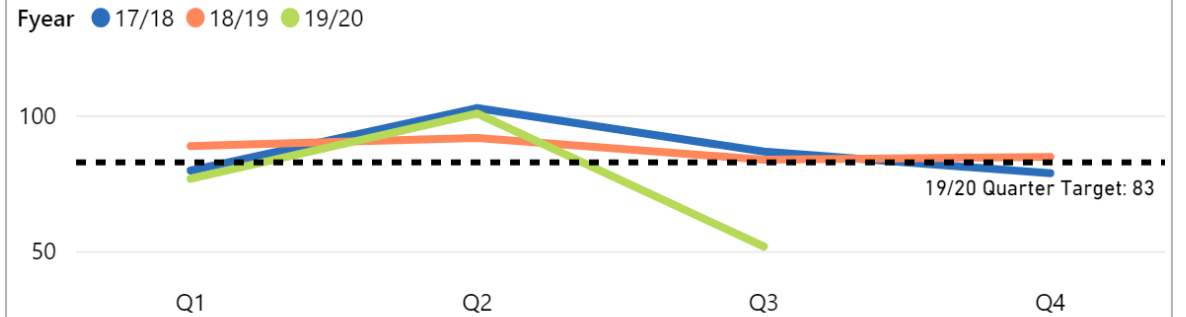
85.78%

3.3 Number of all reported workplace incidents



408

3.4 Number of WSIB reported workplace incidents that required health care and lost time

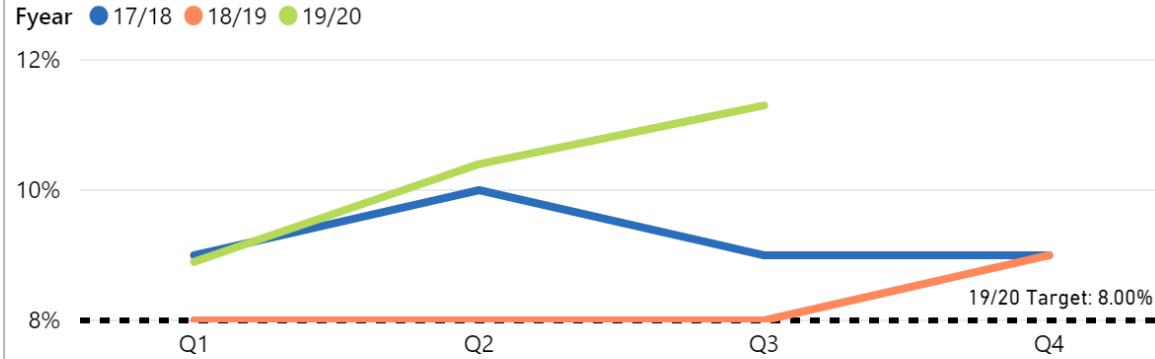


52



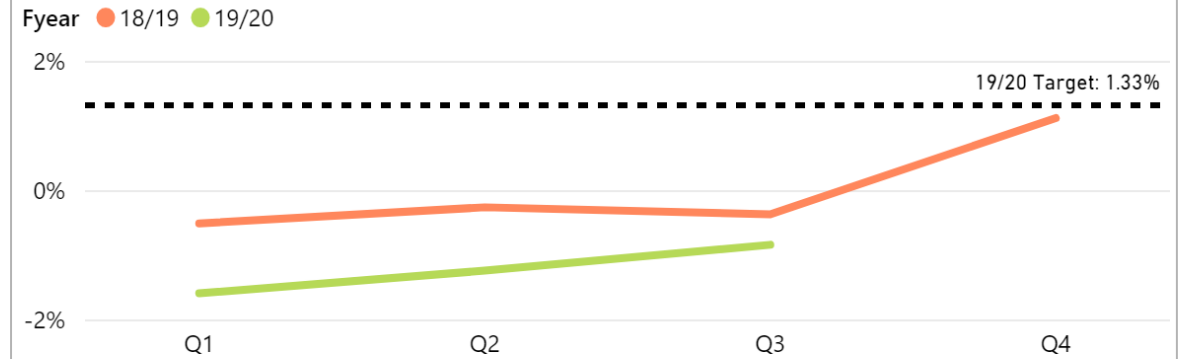
VALUES ARE CUMULATIVE

4.1 Alternative Level of Care (ALC) rate (QIP)



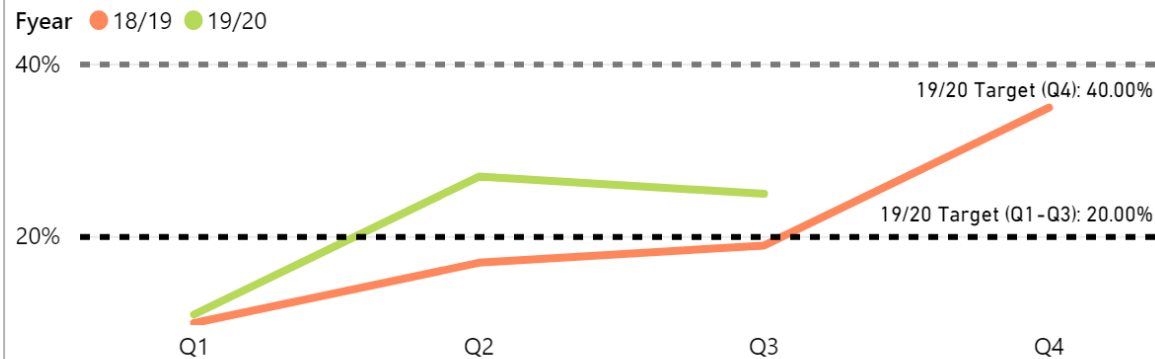
11.30%

4.2 Performance against UHN's approved budget and forecast



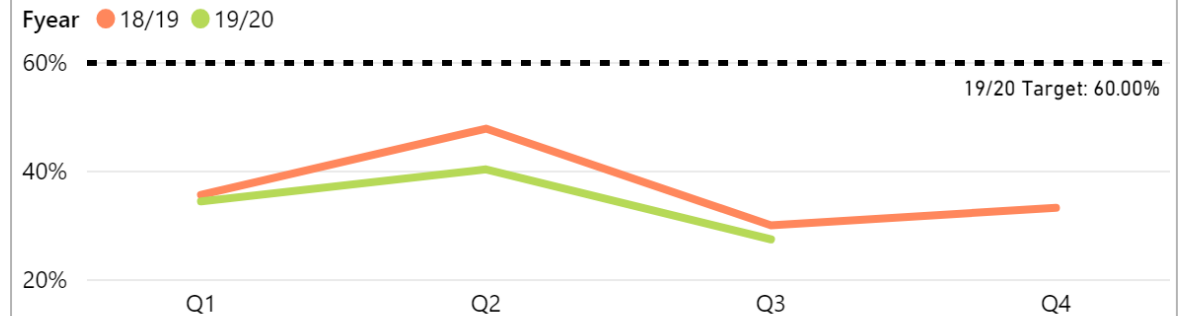
-0.83%

4.3 Deferred maintenance renewal



25.00%

4.4 Proportion of industry-sponsored clinical trial agreements completed within 90 days



27.50%