## BALANCED SCORECARD

### SUMMARY VIEW

#### 1.0 HEALTH OUTCOMES

1. **Readmission rate to UHN (8 HIG groups, HSAA) (QIP)**
   - **3 MONTHS LAG**: 15.70%
   - **2-3 MONTHS LAG**:
     - **TG**: N/A
     - **TW, PM & TR**: N/A

2. **Actual length of hospital stay compared to expected length of stay**
   - **2-3 MONTHS LAG**: 1.00

3. **QIP Serious safety event rate**
   - **3 MONTHS LAG**: 6.25% for TG, 3.30% for TW

4. **Surgical site infection rate (Risk-adjusted) (QIP)**
   - **3 MONTHS LAG**: 0.0%

#### 3.0 TEAMUHN EXPERIENCE

1. **Percentage of learners in Education who would recommend a placement at UHN**
   - **3 MONTHS LAG**: 85.60%

2. **New hire retention after 2 years**
   - **3 MONTHS LAG**: 83.80%

3. **Number of all reported workplace incidents**
   - **3 MONTHS LAG**: 476

4. **Number of WSIB reported workplace incidents that required health care, lost time**
   - **3 MONTHS LAG**: 115

#### 2.0 PATIENT EXPERIENCE

1. **Same day surgical cancellation rate (QIP)**
   - **3 MONTHS LAG**: 2.95%

2. **Critical Digital systems downtime hours (EPR)**
   - **3 MONTHS LAG**: 0.0%

3. **Receive enough info [...] about what to do if [...] worried about your cond/treatment [...]left? (QIP)**
   - **3 MONTHS LAG**: 62.80%

4. **Emergency department wait time for inpatient bed (QIP)**
   - **3 MONTHS LAG**: 15.35%

#### 4.0 OPERATIONAL EXCELLENCE

1. **Alternative Level of Care (ALC) rate (QIP)**
   - **3 MONTHS LAG**: 9.90%

2. **Performance against UHN’s approved budget & forecast**
   - **VALUES ARE CUMULATIVE**: 0.10%

3. **Deferred maintenance renewal**
   - **VALUES ARE CUMULATIVE**: 3.00%

4. **Proportion of industry-sponsored clinical trial agreements completed within 90 days**
   - **VALUES ARE CUMULATIVE**: 65.40%