1.0 HEALTH OUTCOMES

1.1 Readmission rate to UHN (8 HIG groups, HSAA) (QIP)
1.2 Actual length of hospital stay compared to expected length of stay
1.3 QIP Serious safety event rate
1.4 Surgical site infection rate (Risk-adjusted) (QIP)

2.0 PATIENT EXPERIENCE

2.1 Same day surgical cancellation rate (QIP)
2.2 Critical Digital systems downtime hours (EPR)
2.3 Receive enough info [...] about what to do if [...] worried about your cond/treatment [...]left? (QIP)
2.4 Emergency department wait time for inpatient bed (QIP)

3.0 TEAMUHN EXPERIENCE

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

4.0 OPERATIONAL EXCELLENCE

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