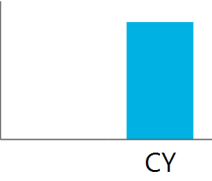
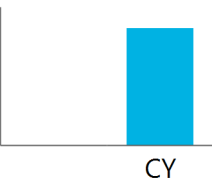
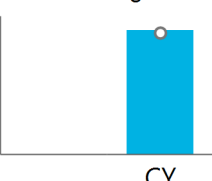
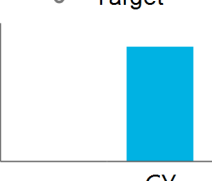


ACCESS AND FLOW

<p>TIMELY</p> <p>90th percentile ED length of stay</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>8.5</p> <p>2024/25 Target</p>	<p>↓ Lower is better</p> <p>○ Target</p>  <p>CY</p>
<p>TIMELY</p> <p>90th percentile ambulance offload time</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>51.0</p> <p>2024/25 Target</p>	<p>↓ Lower is better</p> <p>○ Target</p>  <p>CY</p>
<p>TIMELY</p> <p>90th percentile emergency department wait time to inpatient bed</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>22.4</p> <p>22.0</p> <p>2024/25 Target</p>	<p>↓ Lower is better</p> <p>○ Target</p>  <p>CY</p>
<p>TIMELY</p> <p>Percent of patients who visited the ED and left without being seen by a physician</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>6.6</p> <p>2024/25 Target</p>	<p>↓ Lower is better</p> <p>○ Target</p>  <p>CY</p>

TIMELY
Reporting the number of new coordinated care plans(CCP's) created for CHF and COPD patients in the CHIS HPG system to be accessed/utilized by COHT partners.

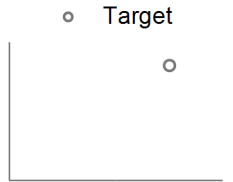
Last Year's Performance (LY)

2023/24 Target

Current Year's Performance (CY)

CB 100.0

2024/25 Target



Collaborators: Couchiching FHT, Couchiching OHT

EFFICIENT
Alternate level of care (ALC) throughput ratio

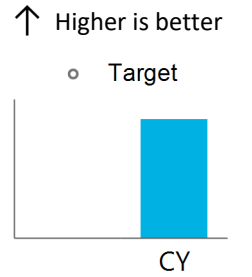
Last Year's Performance (LY)

2023/24 Target




Current Year's Performance (CY)

1.0

2024/25 Target



EQUITY

<p>EQUITABLE</p> <p>Average ED wait time to physician initial assessment (PIA) for individuals with sickle cell disease (CTAS 1 or 2)</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>2024/25 Target</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">X</p>	<p>↓ Lower is better</p> <p>○ Target</p> 
<p>EQUITABLE</p> <p>Rate of ED 30-day repeat visits for individuals with sickle cell disease</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>2024/25 Target</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">X</p>	<p>↓ Lower is better</p> <p>○ Target</p> 
<p>EQUITABLE</p> <p>Percentage of ED visits for individuals with sickle cell disease triaged with high severity (CTAS 1 or 2)</p>	<p>Last Year's Performance (LY)</p> <p>2023/24 Target</p>	<p>Current Year's Performance (CY)</p> <p>2024/25 Target</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">X</p>	<p>○ Target</p> 

EQUITABLE Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	Last Year's Performance (LY)		Current Year's Performance (CY)		Target
	2023/24	Target	2024/25	Target	

EQUITABLE Percentage of staff (executive-level, senior management, board) who have completed relevant equity, diversity, inclusion, and anti-racism education	Last Year's Performance (LY)		Current Year's Performance (CY)		Target
	2023/24	Target	2024/25	Target	
			CB	100.0	

EXPERIENCE

PATIENT-CENTRED

Percentage of respondents who responded “completely” to the following question: Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?

Last Year's Performance (LY)

2023/24

Target

Current Year's Performance (CY)

2024/25

Target

↑ Higher is better

○ Target

PATIENT-CENTRED

Patient experience: Did you receive enough information when you left the hospital?

Last Year's Performance (LY)

2023/24

Target

Current Year's Performance (CY)

CB

75.0

2024/25

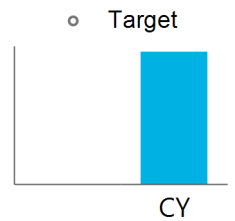
Target

○ Target

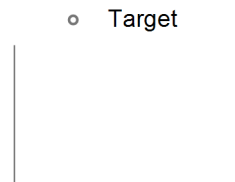
○

SAFETY

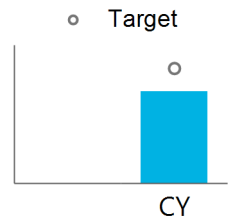
SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)	
Rate of delirium onset during hospitalization			1.2	
	2023/24	Target	2024/25	Target



SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)	
Rate of workplace violence incidents resulting in lost time injury				
	2023/24	Target	2024/25	Target



SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)	
The number of lost time incidents due to workplace violence (WPV) injury.			4.0	5.0
	2023/24	Target	2024/25	Target



EFFECTIVE

Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion the total number of patients discharged.

Last Year's Performance (LY)

83.7

2023/24

Current Year's Performance (CY)

83.0

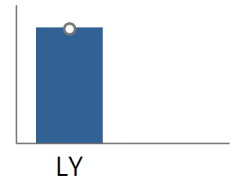
Target

2024/25

Target

↑ Higher is better

○ Target



LY

