

2014/15 Balanced Scorecard

Q2 Highlights

Overtime Rate



1.4% Target 1.1%

Year to date

UHN isn't meeting our target of 1.1% for overtime. Limiting overtime helps promote a healthy work/life balance for our staff and helps us prevent our sick time.

Number of Patients Involved in LEAN Activities



529 Target 675 for year

Year to date

UHN is currently exceeding it's target for the number of patients engaged in LEAN activities. Spine, Stroke, MSK, ED-GIM and HR engage patients through participation on events, focus groups, patient interviews and surveys.

Student Participation in Interprofessional Education (IPE)



77% Target 66%

Year to date

Formal and informal IPE activities are open to all as part of the culture of lifelong learning and collaboration fostered at UHN.

C. Difficile Rate (per 1000 patient days)



0.5 Target 0.4

Year to date

UHN has finished our trials of Clorox and this product will replace our current disinfectant which is not sporocidal. The use of a sporocidal agent throughout UHN will decrease C. Difficile transmission within the hospital.

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Q2 Results (July - September)

Domain	Theme	5 Year Goal	Measure	Baseline	Q1	Q2	YTD	14/15 Target	
WE	Develop the best people who will enable system leadership	Continue to build organizational capability and capacity	Overtime rate	1.2%	1.4%	1.4%	1.4%	1.1%	
			Average sick hours per employee for the last 12 months	56	56	57	57	56	
			Voluntary turnover rate	4.9%	4.7%	4.8%	4.8%	5.0%	
			LEAN opportunities for improvement generated	1,007	1,162	1,357	1,512	2,500	
CARING	Achieve and document exceptional outcomes for our patients	Become a world leader in documenting and improving patient outcomes	Hospital standard mortality ratio	87.0	85.8	82.4	84.2	95.0	
			C. Difficile rate (per 1000 patient days)	0.5	0.6	0.5	0.5	0.4	
			Hand hygiene rate	92.2%	92.3%	92.2%	92.2%	90.0%	
			Influenza flu vaccination	36%	57%			70%	
			Central line infections	0.92	0.15	1.27	0.70	0.90	
		Measure and improve the value of care	Transform "patient centred care" to "patients as partners in care"	ED length of stay for admitted patients (90th percentile in hours)	25.0	26.4	25.2	25.8	24.1
				Approach rate for organ donation	89%	100%	N/A	100%	95%
				Percent of surgeries (avoidable) cancelled within 48 hours	4.7%	4.5%	4.9%	4.7%	4.5%
				Number of patients involved in LEAN activities	300	421	529	529	675
				Patient experience (acute and rehab)	92%	89%	85%	86%	90%
	Percent of inpatient days designated as ALC			9.4%	9.8%	8.3%	9.1%	9.3%	
	30-day readmission rate			16.7%	19.0%	17.9%	18.5%	17.0%	
	Date of surgery to rehab LOS in days for Fractured Hip Rapid Assessment Treatment			35	33	38	35	31	
	Medication Reconciliation			60%	84%	90%	87%	70%	

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CREATIVE	Become the research hospital of the future	Further our understanding of the basis of health and disease through biology and technology platforms	Citations	117,682	88,995	105,232	105,232	121,000
			Total value of all grant funding	\$317 M	\$88 M	\$80 M	\$168 M	\$310 M
			Intellectual property disclosures	132	39	35	74	137
		Leverage experimental therapeutics and health services research to impact the lives of patients	Percent of study agreements and contracts that had an initial review within 5 weeks	53%	50%	57%	53%	60.0%
		Turn around time for institutional approval of clinical research studies (% meeting target)	81.8%	68%	72%	70%	85.0%	
ACCOUNTABLE	Expand our space, develop new sources of revenue, and become a leader in clinical, administrative, and research information integration	Optimize productivity and integration of care through next-generation information management and technology	Percent of discharge summaries completed within 2 days of discharge	78%	77%	78%	77%	79%
			Percent of OR/Procedure notes completed within 7 days of discharge	91%	90%	91%	91%	95%
		Develop new sources of revenue	Working capital ratio	0.97%	0.97%	0.97%	0.97%	0.90%
		Enable the creation of new physical space for our clinical programs, operations, research, and education areas	Total energy consumption	584,224	288,339	270,662	559,002	521,081
ACADEMIC	Deliver exceptional education at all levels to enable the success of tomorrow's healthcare leaders	Position UHN as the institution of choice for trainees	Rating of teaching effectiveness scores by postgraduate medical trainees (TES)	4.4	4.4			4.4
			Rating of rotation effectiveness scores by postgraduate medical trainees (RES)	4.2	4.1			4.1
		Continue to pioneer new models of teaching and learning	Percent of nursing students who felt prepared to begin their placement after orientation	70%	74%	74%	74%	75%
			Student participation in interprofessional education	65%	80%	74%	77%	66%