



ISLAND HEALTH PERFORMANCE

Strategic	Governed by: Health Quality and Performance Committee								
	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019	2018/2019 Target	Latest Status	As of	BC
Ambulatory Care Sensitive Conditions Utilization *	2,825	2,560	2,786	2,587	2,414	<= 2,754	■	2018/19 Q2	↑
Communities with Healthy Living Plan *	39%	53%	53%	53%	53%	>= 50%	■	2018/2019	↓
Hospitalizations Age 75+	299	288	292	285	○	<= 285	■	2017/2018	○
Emergency Visits Age 75+	708	717	704	692	681	<= 700	■	2018/2019	○
Hours of Care per Resident Day	--	--	3.24	3.24	○	>= 3.36	▲	2017/2018	○
Acute Patient Experience	--	--	93%	○	○	> 93%	--	2016/2017	↔
Island Health Staff Experience	--	--	--	73%	○	> 73%	--	2017/2018	○
Island Health Medical Staff Experience	--	--	--	58%	○	> 58%	--	2017/2018	○
Age-Standardized Incidence Rate of Diabetes	5.6	5.5	5.4	5.1	○	<= 5.1	■	2017/2018	↑
Life Expectancy Disparity Ratio	1.085	1.080	1.075	1.072	1.079	<= 1.067	●	2018/2019	↑
Infant Mortality	3.82	3.93	3.74	3.77	3.99	<= 3.57	●	2018/2019	↓
7 Year Childhood Immunization Coverage	71%	62%	65%	68%	68%	>= 75%	▲	2018	↓
Drinking Water Quality	518	250	301	148	149	--	--	2018/2019	--

Quality and Patient Safety									Governed by: Health Quality and Performance Committee
	2016/2017	2017/2018	2018/2019	As of	Target	Status	BC	Range	
Readmissions, Mental Illness and Substance Use *	12.6%	12.4%	13.4%	2018-09	<= 12.3%	●	↑	0%	15%
Rate of Illicit Drug Overdose Deaths	20.7	30.4	27.0	2018 Q4	<= 5.0	▲	↑	0	100
Hospital Standardized Mortality	91	89	87	2018-09	<= 91	■	↔	0	100
Clostridium Difficile Disease	3.3	3.6	2.8	2018 Q3	<= 3.0	■	↓	0	10
Hand Hygiene Compliance	80%	78%	80%	2018-13	>= 80%	■	↑	0%	100%
Hospital Harm - Delirium	7.52	6.54	5.52	2018-10	<= 7.52	■	○	0	10
Hospital Harm - Urinary Tract Infections	4.16	5.66	5.40	2018-10	<= 4.16	●	○	0	10
Hospital Harm - Pneumonia	4.51	4.60	4.59	2018-10	<= 4.25	●	○	0	10
Left Emergency Without Being Seen	3.2%	3.1%	3.3%	2018-13	<= 2.0%	▲	↑	0%	10%
Daily Physical Restraint Use in Long-term Care	7.9%	6.6%	6.3%	2018 Q3	<= 6.5%	■	↑	0%	25%
Falls in Last 30 Days in Long-term Care	18.3%	18.2%	18.1%	2018 Q3	<= 16.0%	▲	↓	0%	25%
Potential Inappropriate Use of Antipsychotics in Long-term Care	25.9%	26.2%	25.9%	2018 Q3	<= 22.0%	▲	↓	0%	50%
Worsening Pain in Long-term Care	13.2%	13.3%	12.2%	2018 Q3	<= 10.3%	▲	↓	0%	25%
Worsening Stage 2-4 Pressure Ulcers in Long-term Care	3.6%	3.6%	3.4%	2018 Q3	<= 2.9%	●	↓	0%	10%
Patient Safety Events with Completed Reviews	57.7%	58.5%	61.9%	2018 Q3	>= 70%	▲	○	0%	100%
Patient Concerns Completed	76.6%	77.4%	83.3%	2018 Q3	>= 95%	▲	○	0%	100%

Patient Flow									Governed by: Health Quality and Performance Committee
	2016/2017	2017/2018	2018/2019	As of	Target	Status	BC	Range	
Emergency Visits Not Admitted 75+	69%	69%	69%	2018-13	>= 69%	■	○	0%	100%
Acute Care Occupancy	104%	103%	105%	2018-13	<= 95%	●	↔	0%	125%
Acute Length of Stay	75%	75%	76%	2018-10	>= 80%	▲	↑	0%	100%
Admitted Emergency Visits LOS in ED	57%	54%	50%	2018-13	>= 70%	●	↑	0%	100%
Alternate Level of Care	15%	15%	16%	2018-13	<= 11%	●	↓	0%	25%
Long-term Care Admissions	48%	51%	34%	2018-13	>= 53%	●	○	0%	100%

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Wait Time Governed by: Health Quality and Performance Committee										
	2016/2017	2017/2018	2018/2019	As of	Target	Status	BC	Range		
Hip/Knee Surgeries Waiting > 26 Weeks	40%	34%	19%	2018-13	<= 5%	●	↑	0%		100%
Dental Surgeries Waiting > 26 Weeks	16%	10%	5%	2018-13	<= 5%	■	↑	0%		100%
Hip Fracture Surgery Within 48 Hours	92%	92%	90%	2018-10	≥ 90%	■	○	0%		100%
Colonoscopy Wait Times	--	22%	42%	2018-13	<= 15%	●	○	0%		100%
MRI Exams	26%	45%	48%	2018-13	≥ 55%	▲	○	0%		100%
CT Exams	49%	34%	44%	2018-13	≥ 42%	■	○	0%		100%
Home Care Professional Services	--	74%	78%	2018-13	≥ 80%	▲	○	0%		100%

Work Life (Wellness, Staffing, and Safety) Governed by: Human Resources and Compensation Committee										
	2016/2017	2017/2018	2018/2019	As of	Target	Status	BC	Range		
Overtime *	3.86%	3.68%	4.34%	2018-13	<= 3.90%	●	↑	0%		10%
Relief Found	94.4%	94.8%	93.5%	2018-13	>= 98%	●	↔	0%		100%
Sick Time	6.1	6.3	6.2	2018-13	<= 5.6	●	↓	0		15
Employee Turnover	10.3%	10.2%	8.5%	2018-13	<= 10.0%	■	○	0%		15%
Time Loss Injury	9.4	9.3	9.0	2018-13	<= 8.0	▲	↓	0		15
Return to Work Timeliness	73%	74%	68%	February	>= 78%	●	○	0%		100%
Long term Disability	1.0	1.0	1.0	March	< 1.0	■	↑	0		3

Finance Governed by: Finance and Audit Committee										
	2016/2017	2017/2018	2018/2019	As of	Target	Status	BC	Range		
Projected Budget Variance	0.0%	0.0%	○	2018-13	0.0% - 0.5%	○	○	-1.5%		2%
Administrative & Support Expenses	10.25%	9.97%	9.48%	2018-12	<= 10.00%	■	↑	0%		100%
Working Capital Ratio	1.46	1.28	1.29	2018-13	1.00 - 1.20	▲	○	0		2.4
Equipment Investment Index	1.08	0.99	1.04	2018-13	>= 1.00	■	○	0.90		1.3

Legend: ■ Within range ▲ Outside range ● Significantly outside range ○ Data not available ○ Data pending/Unknown
 ↑ Better Than Province ↓ Worse Than Province ↔ Same as Province * Health Service Plan Measure

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