


Year to Date Performance	3.24 (2017/18)	Performance Assessment	 Yellow
Island Health Target	Greater or equal to 3.36	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

Hours of direct care for the people who live in long-term residential care facilities greatly impacts both the safety and wellbeing of residents. Direct care is provided by nurses, care aides, physiotherapists, and other health care professionals.

This measure is the ratio of actual direct care worked hours per resident day. The total actual care hours is divided by the total number of resident days for included Island Health facilities.

What is the target?

Island Health aims for the Ministry of Health target of 3.36 direct care hours per resident day or more. The Ministry mandate for total direct care staffing levels for each health authority is to average 3.36 hours per resident day, comprised of 3.0 worked hours of nursing care (includes care aides) and 0.36 worked hours of allied health services.

How are we doing?

As of March 2018, the target was not met for this measure. Facilities in Island Health that are included in the definition achieved a rate of 3.24 in 2017/18, which was the same as 2016/17.

Increased direct care hours are determined by available funding. The Ministry of Health has determined a four-year plan to achieve the 3.36 direct care hours per resident day across BC.

What actions are we taking?

Island Health regularly monitors all residential care facilities to ensure they meet the expected direct care hour accountabilities. When facilities are outside the range, Island Health works with the facility to address any issues that may impact resident care.