


Island Health Performance Measures

Overtime



Year to Date Performance	4.34%	Performance Assessment		Red
Island Health Target	Less than or equal to 3.90%	Performance is significantly outside acceptable range; take action and monitor progress.		

What do we measure and why?

'Overtime' is time worked beyond an employee's scheduled working hours.

The overtime rate is the number of overtime hours worked as a percentage of total hours worked, for unionized professional nurses and select allied health professionals.

When Island Health staff work beyond their regular hours, the risk of negative effects on their physical and mental well-being, and on the quality of care they are providing, increases.

Some overtime is inevitable due to unplanned employee absences, unexpected increases in workload, and increased patient care needs. Excessive amounts of overtime, however, can impact quality of care and contribute to staff illness, injury, poor morale and increased cost.

What is the target?

Island Health's target for 2018/19 is less than or equal to 3.90%. This target was agreed to with the BC Ministry of Health. Overtime rates above 3.90% will be flagged as red, requiring action.

How are we doing?

For 2018/19, Island Health did not meet the target. The Overtime rate is higher than last year.

What actions are we taking?

Island Health is continuously reviewing the needs for short-term relief staff hours by all work units. It is also engaged in promoting staff wellness and supporting staff to attend work.

Areas with increased service demand are reviewed to determine if increased staffing levels are required on an ongoing basis.

The Automated Shift Call-Out system has significantly improved the ability to reach relief staff and to fill shifts.