


# Island Health Performance Measures

## Relief Found



Year to Date Performance	<b>93.5%</b>	Performance Assessment	 <b>Red</b>
Island Health Target	<b>Greater than or equal to 98%</b>	Performance is significantly outside acceptable range; take action and monitor progress.	

### What do we measure and why?

When an employee is unable to work their scheduled shift on short notice, an attempt is made to find someone else to work the shift. The hours the replacement employee works are referred to as 'relief'. In some instances, no one is found to work the shift, and other staff work overtime or the unit works the shift without the required complement of staff – both are undesirable situations.

The 'Relief Found' indicator reports the number of relief hours worked as a percentage of total relief hours requested or required.

'Relief Found' is an indication of Island Health's ability to meet staffing requirements, even at short notice. A higher proportion means greater success in finding staff to work on short notice, and thus less short-handed shifts and less overtime.

### What is the target?

Island Health's target is 98% or higher. Rates below 96% will be assessed as red, requiring action. In addition, if the Nurses Relief Found Rate is less than 97%, the assessment will also be red, requiring action.

### How are we doing?

In 2018/19, Island Health did not meet the target.

### What actions are we taking?

Relief Found is affected by the number of nurses employed by Island Health. Island Health is focussing on recruiting and retaining staff in specialized nursing areas, residential care, and rural and remote locations where Relief Found is lowest.

An Automated Shift Call-Out (ASC) system improved the ability to reach relief staff through multiple communication channels including phone, text, e-mail, and a personal webpage. Further operational improvements include in-person assistance for new ASC users and improved training materials.