


Island Health Performance Measures

Overtime



Year to Date Performance	7.74%	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. 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.

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.

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 2022/23 is less than or equal to 3.90%. This measure and target are part of Island Health's Service Plan with the Ministry of Health.

Lower rates are better.

How are we doing?

Island Health did not meet the target in the 2022/23 fiscal year. Overtime has been increasing since the onset of the COVID-19 pandemic.

According to Ministry of Health reporting, all health authorities in BC are experiencing similar upward trends in overtime.

What actions are we taking?

Island Health continuously reviews staffing needs in departments to support high quality consistent care. Areas with increased service demand are reviewed to determine if increased staffing levels are required on an ongoing basis.

Flexible work schedule options are being introduced to support the work-life balance needs of employees with the aim of keeping more team members in regular work positions.

Enhancement to proactive staff planning, through data analysis and trend mapping, provides managers with unit-specific actions to reduce overtime.

Given current vacancy rates and ongoing increases in demand for services, overtime is a key tool to maintain service delivery.