


Year to Date Performance	3.29 (2018/19)	Performance Assessment	 Yellow
Island Health Target	Greater than or equal to 3.36	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

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.

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

What is the target?

Island Health aims for the Ministry of Health target of at least 3.36 direct care hours per resident day.

How are we doing?

Island Health's rate was 3.29 in 2018/19, which did not meet the target for this measure.

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.