


Island Health Performance Measures

Relief Found



Year to Date Performance	91.3%	Performance Assessment		Red
Island Health Target	Greater than or equal to 98%	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 and must be covered, 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, and therefore 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?

Island Health did not meet the target in 2019/20.

What actions are we taking?

Relief Found performance is affected by the same risk factors which result in overtime. Island Health is focussing on recruiting and retaining staff in specialized nursing areas, Long-term Care, and rural and remote locations where Relief Found is lowest.

Improvements to the online calendar and streamlined processes were introduced in 2019/20 to provide staff with more transparency and better facilitate their ability to pick-up shifts. A new online scheduling platform will be launched in 2020 along with improved processes and team structures to improve the accuracy, efficiency, and experience of staff scheduling and improve relief found statistics.