


Island Health Performance Measures

Time Loss Claims Rate



Year to Date Performance	5.9	Performance Assessment	 Yellow
Island Health Target	Less than or equal to 5.77	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

'Time Loss Claims Rate' measures the proportion of Island Health employees missing work due to an injury sustained at work.

Time Loss Claims Rate reports the number of employees with insurance claims submitted to WorkSafeBC (to compensate for work-time lost due to work-related injuries) for each 100 paid full-time staff equivalents.

This indicator reflects the safety of the work environment, adherence to safe work practices, and the availability of appropriate equipment to perform work functions.

Injuries negatively affect employee morale and staff retention, and add to the cost of providing service.

What is the target?

Island Health's 2019/20 target for this measure is 5.77 or fewer time loss injuries per 100 staff. An injury rate exceeding 9 would be flagged as red, being significantly outside the acceptable range and requiring action.

How are we doing?

Island Health did not meet the target in 2019/20; however, our rate is the same as the current BC health authority average.

What actions are we taking?

Prevention is the most effective means of reducing injuries.

Island Health is engaged in a number of activities to improve supports to staff and managers, and to prevent time claims rate. These include:

- focusing on violence prevention;
- ensuring that new employees complete safety training; and,
- addressing the most common causes of injury (patient handling and patient care activities).