

2009/2010 Performance Agreement Results for EVP – Quality and Service Improvement

Goal	Focus	Performance Measure	Baseline	2009/2010 Target	2009/2010 Results	Weighting	Performance Score				Weighting x Percentage
							100%	66%	33%	0%	
Access	Improving access	Number of alternate level of care patients in acute care – Central Zone <i>Note: Baseline (targets) revised</i>	77 (2008/2009 Average)	62 (20% reduction)	Average of 104	5%	≤ 62	≤ 70	≤ 77	> 77	0.0%
	Decreasing wait times	Wait time in ED for uncomplicated cases	5.6 hours (provincial)	5 hours	5.5 hours	5%	≤ 5 hours	≤ 5.2 hours	≤ 5.3 hours	>5.3 hours	0.0%
		Wait time in ED for complex cases	16.1 hours (provincial)	14 hours	15.1 hours	5%	≤ 14 hours	≤ 15 hours	≤ 16 hours	>16 hours	1.65%
		Wait time for hip replacement surgery	33 weeks (provincial)	30 weeks	37.1 hours	5%	≤ 30 weeks	≤ 31 weeks	≤ 32 weeks	>32 weeks	0.0%
		Wait time for knee replacement surgery	48 weeks (provincial)	45 weeks	51.1 hours	5%	≤ 45 weeks	≤ 44 weeks	≤ 43 weeks	>43 weeks	0.0%
Quality	Improving population health	Seniors influenza (seasonal or H1N1) immunization rate – Central Zone	n/a	63% of seniors immunized	45.3% H1N1 Immunization Rate	5%	≥ 63%	≥ 60%	≥ 55%	<55%	0.0%
	Responsive to consumers and communities	Establish patient concern resolution process	n/a	Completed by March 31, 2010	Achieved by March 31, 2010	10%	By March 31, 2010	-	-	-	10.0%
	Learning and Improving	Develop incident reporting system (including common definitions, approaches, etc.)	n/a	Completed by December 31, 2009	Achieved by December 31, 2009	10%	By Dec 31, 2009	By Jan 31, 2010	By March 31, 2010	Later than Mar 31, 2010	10.0%
		Quality & Safety Dashboard established	n/a	Completed by December 31, 2009	Achieved by December 31, 2009	10%	By Dec 31, 2009	By Jan 31, 2010	By March 31, 2010	Later than Mar 31, 2010	10.0%
Sustainability	Living within our means	Adherence to budget	n/a	\$33.4 M Savings to Budget	Achieved Target	10%	\$51.2 M Savings to Budget	100% of Target	90% of Target	<90% of Target	10.0%
	Fit for the future	Four provincial-wide clinical networks established	n/a	Completed by December 31, 2009	February 4, 2010	10%	By Dec 31, 2009	By Jan 31, 2010	By March 31, 2010	Later than Mar 31, 2010	3.3%
		Provincial Clinical Council established	n/a	Completed by March 31, 2010	Achieved by March 31, 2010	10%	By March 31, 2010-	-	-	-	10.0%
Foundational	Accreditation	Implement a new model for province-wide ongoing accreditation	n/a	Completed by March 31, 2010	Achieved by March 31, 2010	10%	By March 31, 2010	-	-	-	10.0%
Total										64.95%	