

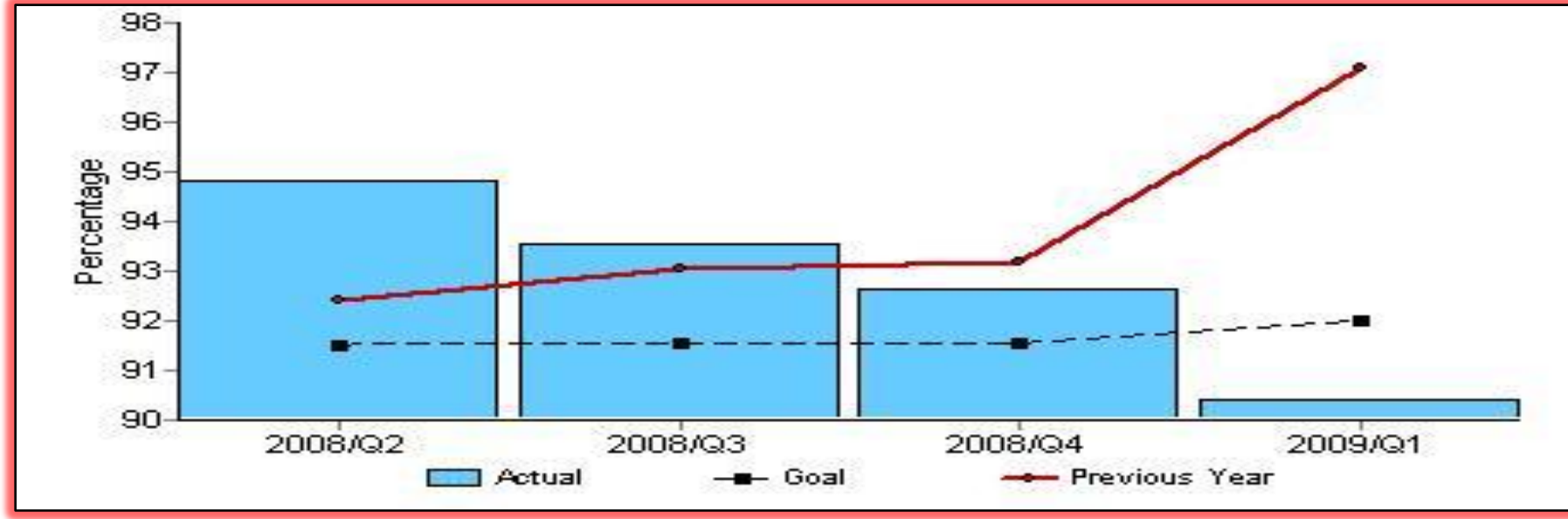
**Our Progress Towards the STEGH Vision @ September 30, 2009**

**Excellent Patient Care**

**Patient Satisfaction—Overall Rating of Care**

*What are we measuring?*

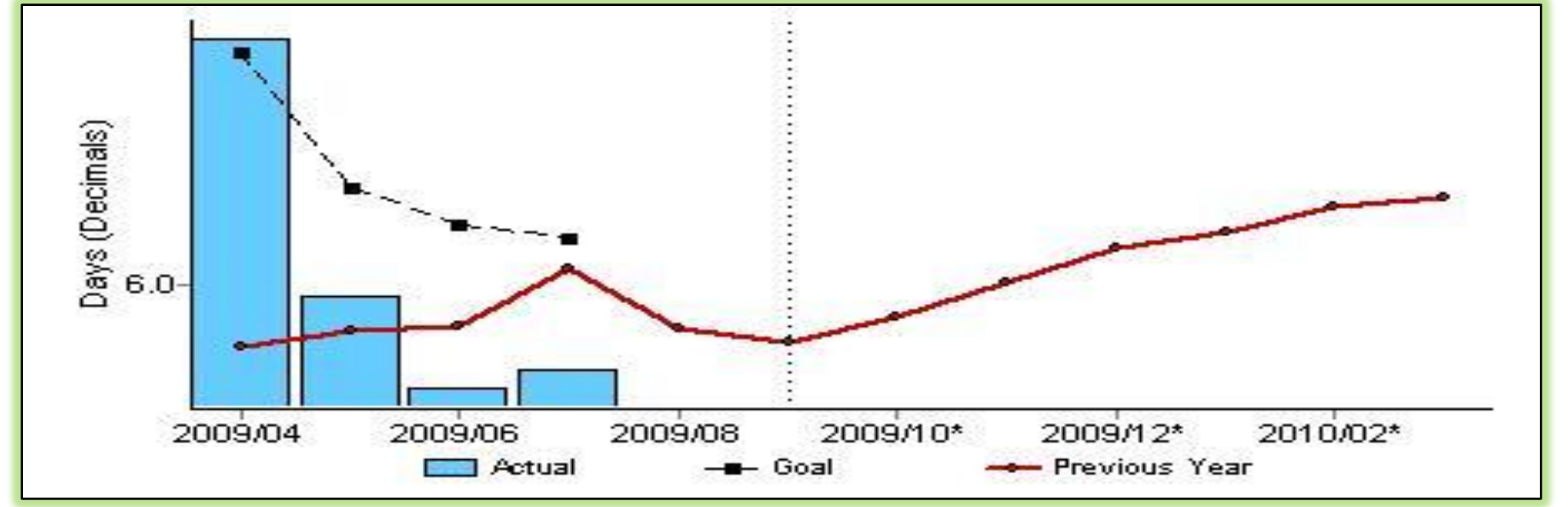
Percent positive score based on patient perceptions of the hospital care they received. This is based on The National Research Corporation (NRC) + Picker survey results.



**Acute Average Length of Stay (Excluding ALC)**

*What are we measuring?*

Adjusted Acute Care average length of stay excludes the ALC days from the formula versus the expected length of stay. Data is from CIHI DAD and is 60 days behind in reporting.

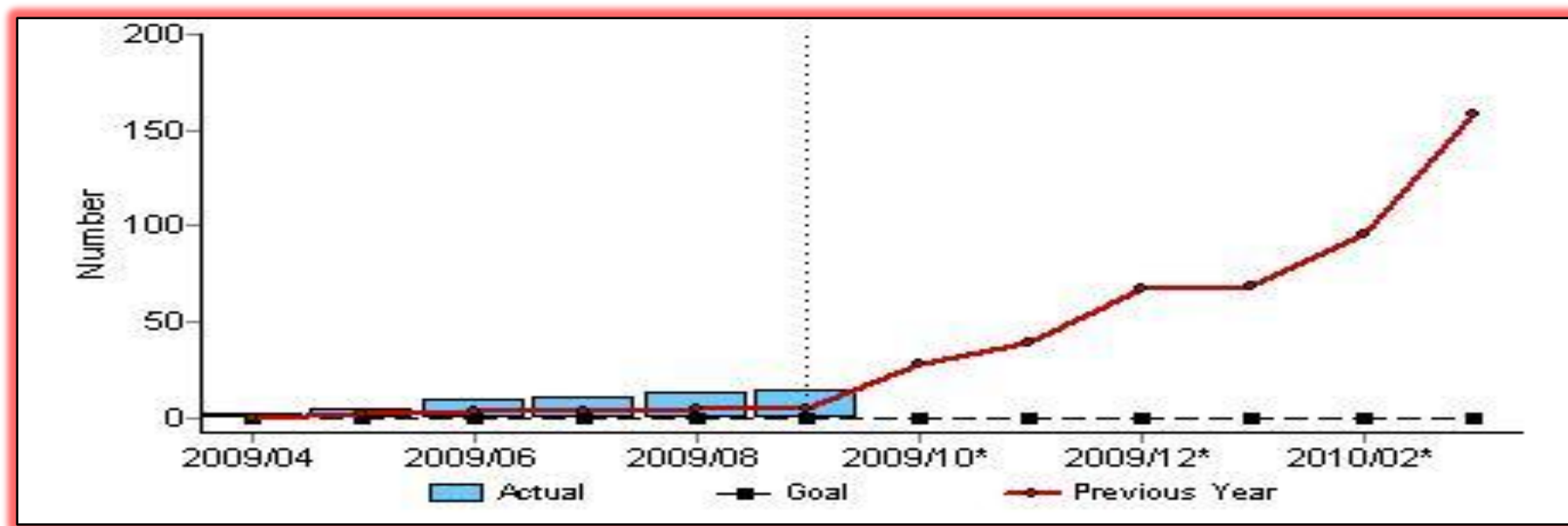


**Culture of Safety**

**# of Employee Lost Time Incidents**

*What are we measuring?*

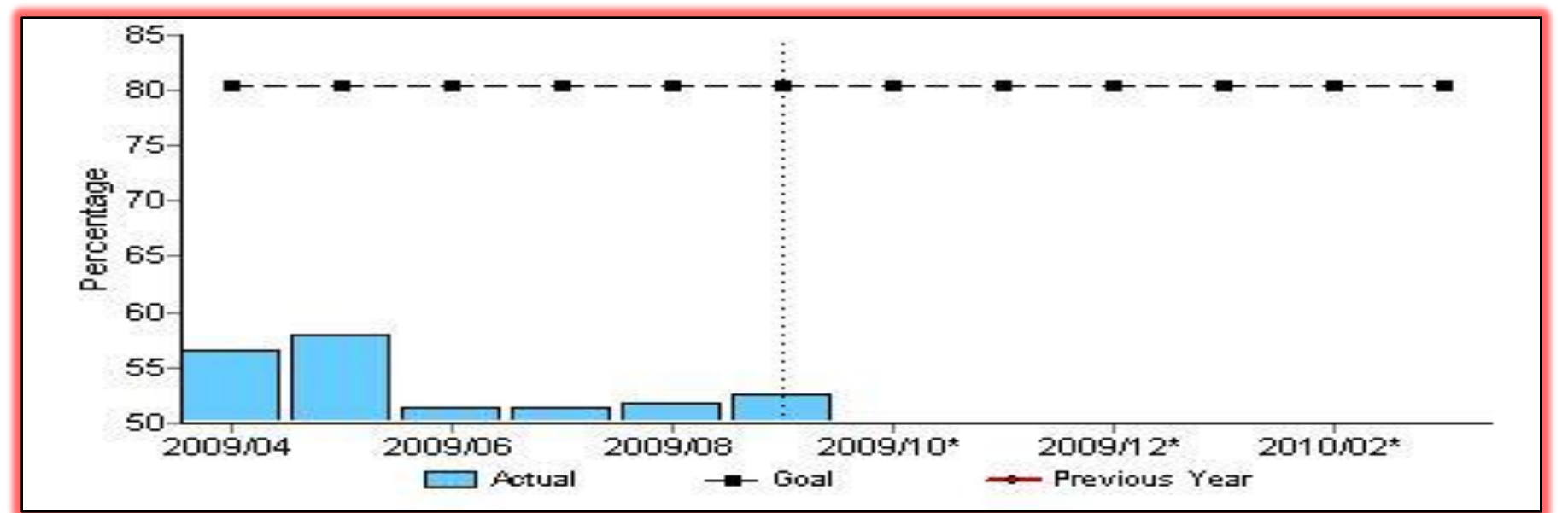
The cumulative number of employee incidents which resulted in lost time days.



**Hand Hygiene Compliance**

*What are we measuring?*

The percentage compliance of proper hand hygiene procedures before and after patient contact.

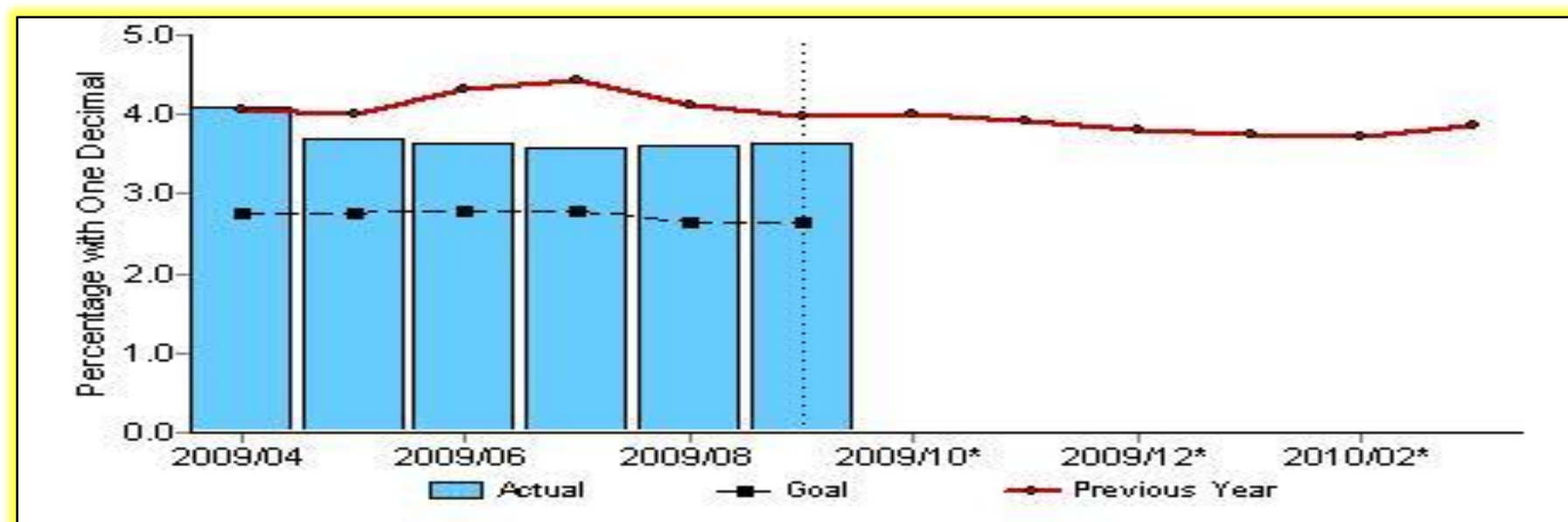


**Employer of Choice**

**Sick Hours as a % of Total Worked Hours**

*What are we measuring?*

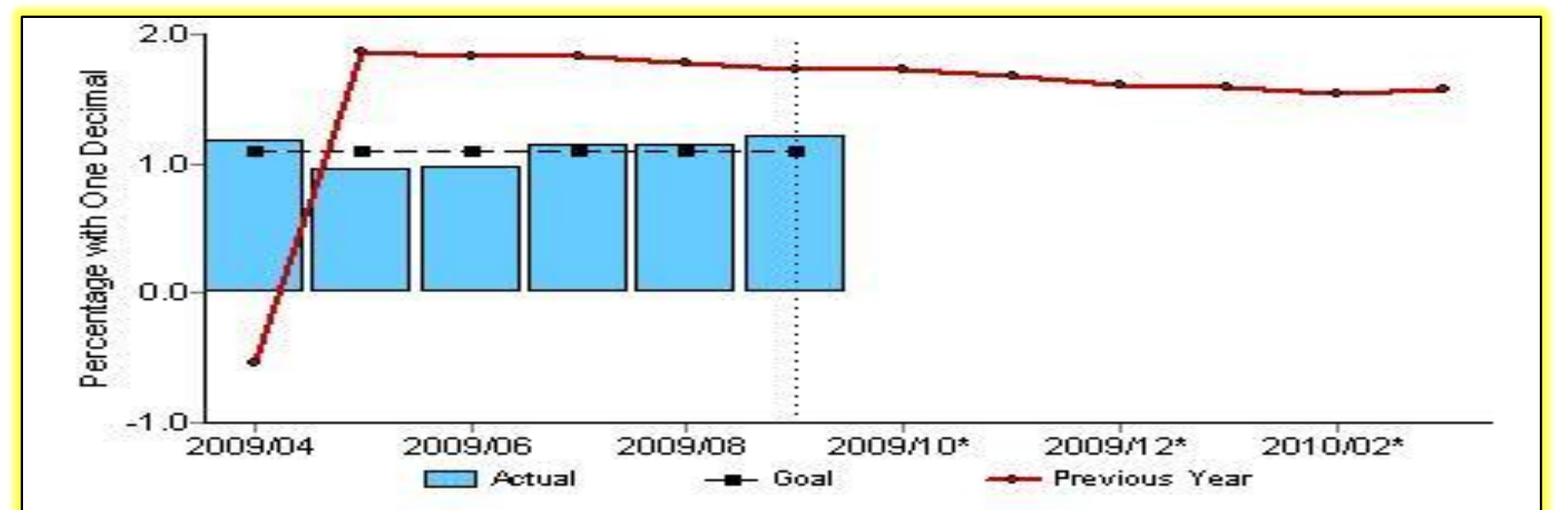
Total paid Sick Hours as a percent of total worked hours



**Overtime Hours as a % of Total Worked Hours**

*What are we measuring?*

Total paid overtime hours as a percent of total worked hours.

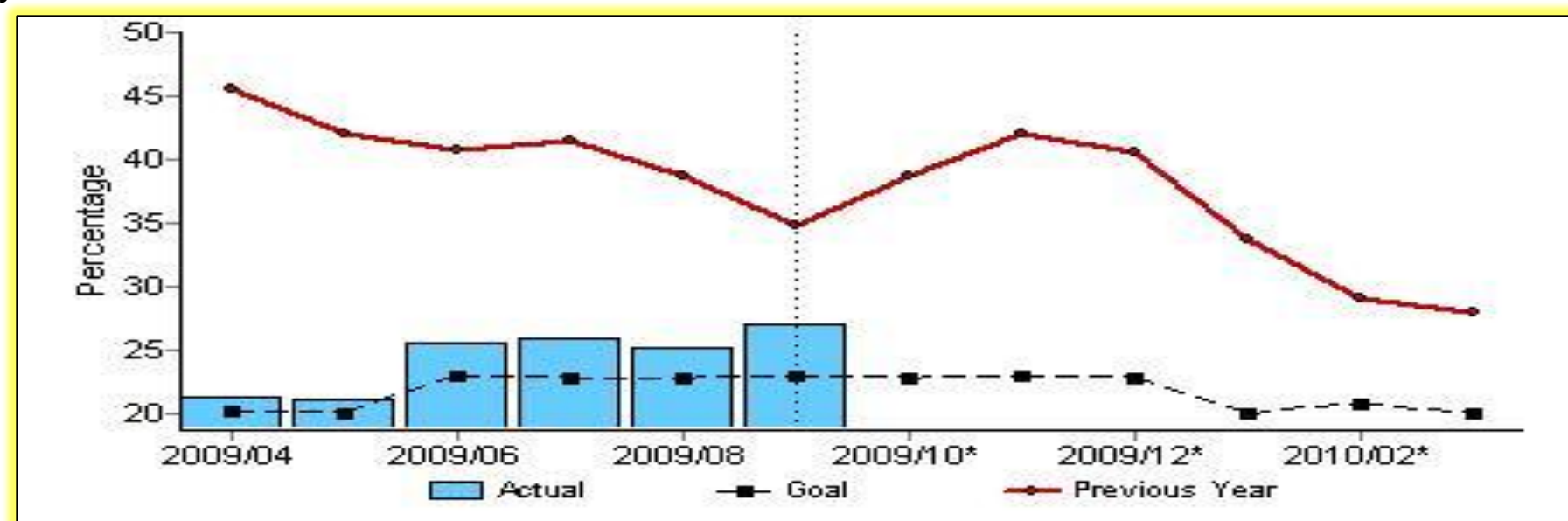


**Collaborative Leader**

**Occupancy Rate by ALC Patients**

*What are we measuring?*

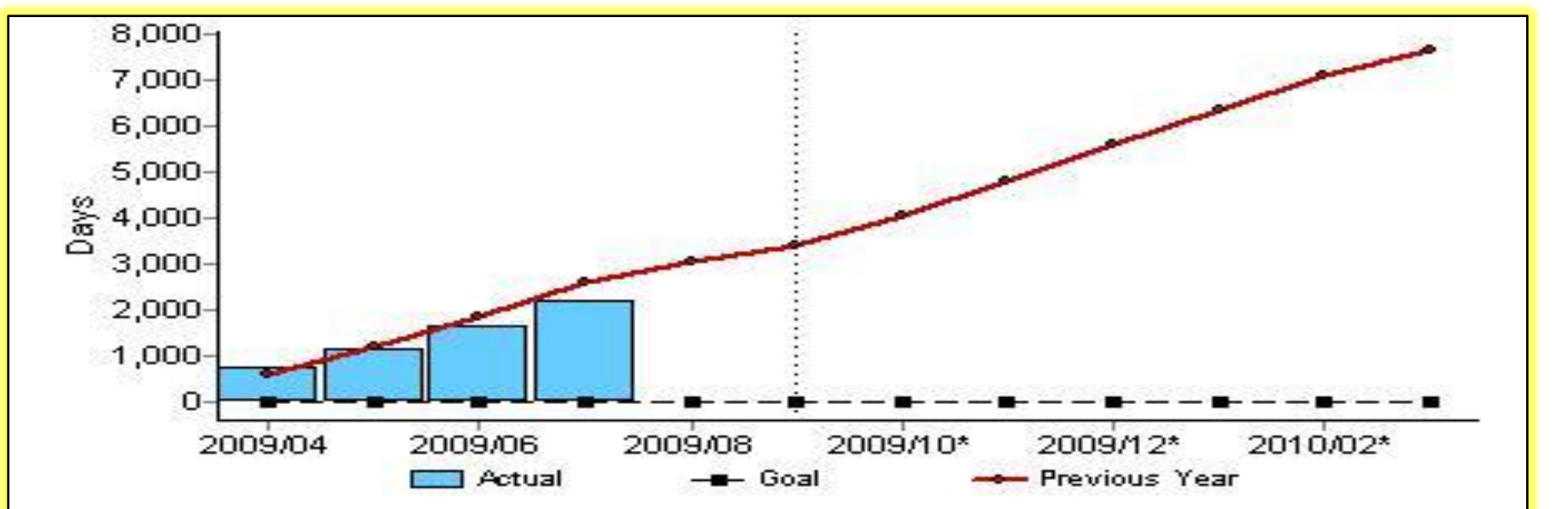
Represents the percentage of beds that were occupied by ALC patients in a given month. ALC days data is obtained from Continuum and represents the actual number of ALC days in the month.



**Conservable Days (excluding ALC)**

*What are we measuring?*

The cumulative number of days that might be conserved if a hospital decreased the adjusted average length of stay (LOS) from existing levels to the benchmark levels. Obtained from CIHI based on coded DAD data.

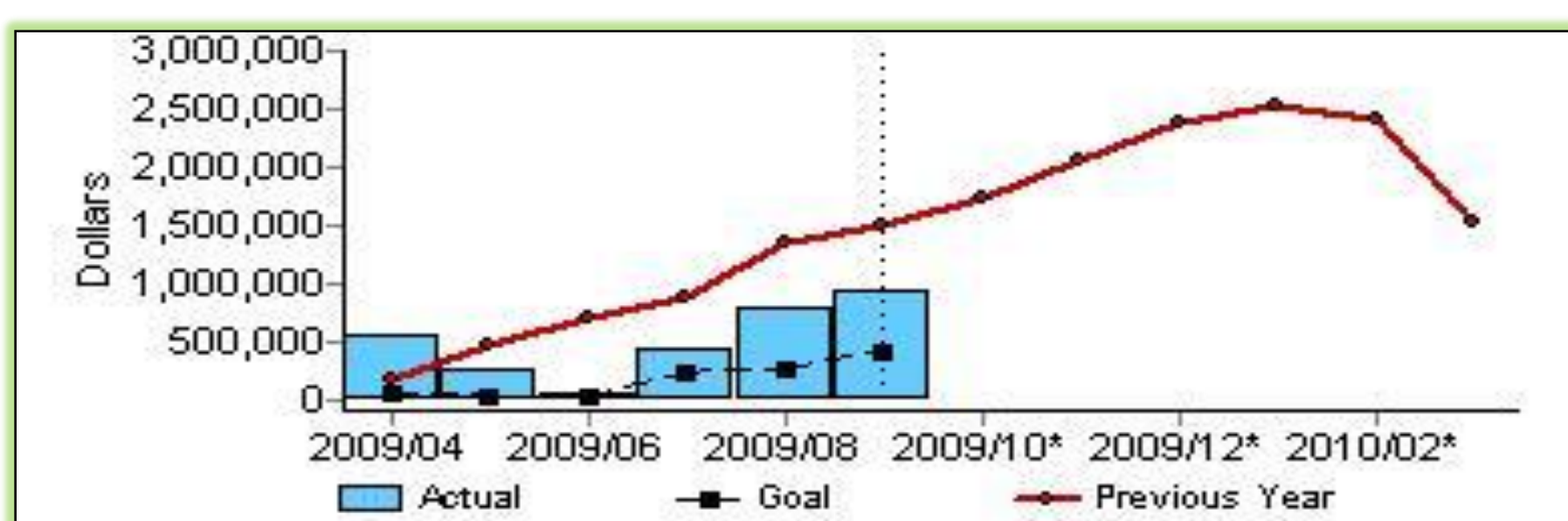


**Fiscally Responsible**

**Net Revenues from Hospital Operations**

*What are we measuring?*

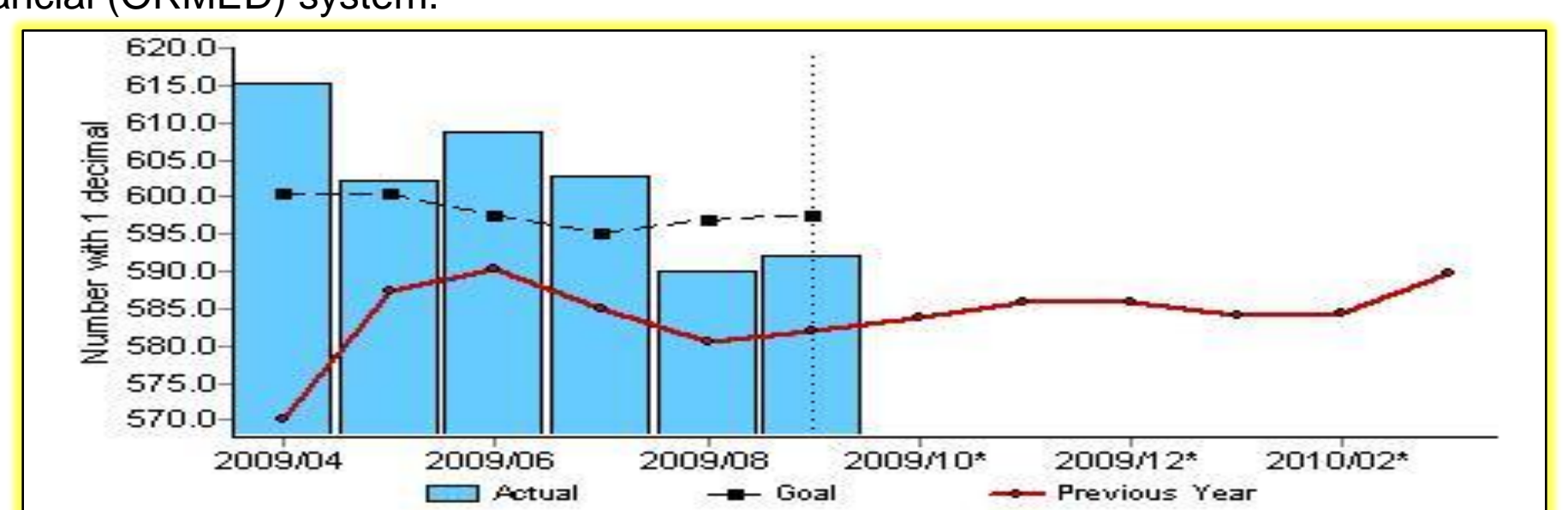
Revenue (including amortisation of grants) less total operating expenses (including short term interest and depreciation) ie. this is the hospital's operating surplus year to date



**Full Time Equivalents (FTE)**

*What are we measuring?*

This measures the total number of full time equivalents (FTE) for the given month. 1 FTE = 1950 hours per year. Actual and budgeted hours have been populated from data in the financial (ORMED) system.



	Needs Improvement Has not met target or prior year performance		Caution Has not met target but improvement from prior year		Good Performance At or exceeded target
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