

**Balanced Scorecard**

2019/20



**Rehab High Occupancy**

*Up to 3 hours direct rehab*  
% of Rehab High bed days occupied by Rehab High patients

# of beds = 37

**89.0%**

Provincial Target  
**92.0%**

YTD February 2020



**Rehab Low Occupancy**

*Up to 2 hours direct rehab*  
% of Rehab Low (CC) bed days occupied by Rehab Low (CC) patients

# of beds = 80

**81.1%**

Provincial Target  
**92.0%**

YTD February 2020



**STCMM Occupancy**

*Up to 1 hour direct rehab*  
% of Short-Term Complex Med Mgmt bed days occupied by STCMM patients

# of beds = 12

**141.0%**

Provincial Target  
**92.0%**

YTD February 2020



**End-of-Life Occupancy**

% of End-of-Life bed days occupied by End-of-Life patients

# of beds = 5

**136.7%**

Provincial Target  
**92.0%**

YTD February 2020



**Surplus (Deficit)**

\$ of revenue exceeding (or falling short of) total expenses, before building depreciation

**(387,908)**

YTD Budget      Forecast Annual Budget  
**(42,466)**      **(214,735)**

YTD February 2020



**Would recommend**

% of surveyed inpatients who would recommend this hospital to friends and family

**99.5%**

QIP Target

**95.00%**

YTD February 2020



**Enough information**

% of surveyed inpatients who said they received enough information upon discharge

**97.9%**

QIP Target

**98.00%**

YTD February 2020



**ALC Rate**

% of total inpatient days occupied by patients waiting for a different level of care

**6.74%**

HSA A Target      QIP Target

**12.7%**      **12.0%**

YTD February 2020