

**ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES  
BALANCED SCORECARD Q2 2013-14**

Strategic Direction #1 Strengthen Access and Capacity within Specialized Mental Health Care					
Indicator	Target	Q2	Target	YTD	
Number of adverse Medication Events causing serious or critical harm	0	1	0	1	
Increase in OTN volumes associated with assessment, consultation, conferencing with patients, families and primary supports (Development)	10%		10%		
% Alternate Level of Care (ALC) days of total patient days (QIP)	13.4%	15.6%	13.4%	15.6%	

Strategic Direction #2 Build Capacity for Mental Health Well-Being in People and in Communities					
Indicator	Target	Q2	Target	YTD	
Patient Satisfaction - Total Hospital (QIP)	89%	84.6%	89%	83.9%	
Readmission to our facility within 30 days of discharge	7%	6.6%	7%	7.5%	
GAF - % of patients with positive difference ≥ 10 between admission and discharge	58%	40.8%	58%	44.4%	

Strategic Direction #3 Explore and Enable New Healthcare Delivery Models					
Indicator	Target	Q2	Target	YTD	
Equivalent # of Patients on Restraints for 24 hrs/day - Locked Seclusions - Total Hospital	2.50	2.71	2.50	2.02	
Prevalence of Physical Restraint use at least once in 3 days prior to initial assessment (Admission RAI) (QIP)	4.8%	10.0%	4.8%	7.0%	
% of Patients who fell in the last 30 days with injury of moderate, serious or critical nature (QIP)	6%	4.2%	6%	3.5%	
Medication reconciliation at admission (QIP)	95%	99.3%	95%	99.4%	
Hand Hygiene compliance before patient/patient environment contact (QIP)	87%	88.5%	87%	87.7%	
Staff Vacancy Rate	5%	3.3%	5%	3.3%	

Strategic Direction #4 Advance a Culture of Innovation and Discovery					
Indicator	Target	Q2	Target	YTD	
Number of Publications (Target 21 papers)	100%	100%	100%	100%	
Number of Grant Submissions (Target 10) (Reported Quarterly)	100%	100%	100%	150%	
Number of Medical Students (Target 16)	100%	600%	100%	544%	
Number of Students (Target 344)	100%	116%	100%	116%	

Transition Indicators (Care Co-ordination)					
Indicator	Target	Q2	Target	YTD	
Transitional Rehabilitation Housing with Length of Stay beyond 18 months	100%	100%	100%	100%	
ALC Throughput (HSAA)	1.0	0.27	1.0	0.65	
Number of Transfers from Hospital to Partial Hospitalization Program (Development)					
Number of admissions avoided due to Partial Hospitalization Program (Development)					

Indicator	Target	Q2	Target	Result	
Medication reconciliation at discharge	95%	99%	95%	99%	

Fiduciary Indicators					
Indicator	Target	Q2	Target	YTD	
Other HSAA Indicators	100%	100%	100%	100%	
# Staff Critical Injuries	0	0	0	2	

Indicator	Target	Q2	Target	Result	
Other MSAA Indicators	100%	100%	100%	100%	
Turnover Rate	7.0%	N/A	7.0%	6.7%	