

**ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES
BALANCED SCORECARD Q3 2013-14**

Strategic Direction #1 Strengthen Access and Capacity within Specialized Mental Health Care						
Indicator	Target	Q3	Target	YTD		
Number of adverse Medication Events causing serious or critical harm	0	0	0	0		
Increase in OTN volumes associated with Patient Present events	10%	0%	10%	0%		
% Alternate Level of Care (ALC) days of total patient days (QIP)	13.4%	16.0%	13.4%	15.8%		

Strategic Direction #2 Build Capacity for Mental Health Well-Being in People and in Communities						
Indicator	Target	Q3	Target	YTD		
Patient Satisfaction - Total Hospital (QIP)	89%	84.8%	89%	81.8%		
Readmission to our facility within 30 days of discharge	7%	4.1%	7%	6.3%		
GAF - % of patients with positive difference ≥ 10 between admission and discharge	58%	38.9%	58%	42.6%		

Strategic Direction #3 Explore and Enable New Healthcare Delivery Models						
Indicator	Target	Q3	Target	YTD		
Equivalent # of Patients on Restraints for 24 hrs/day - Locked Seclusions - Total Hospital	2.50	0.93	2.50	1.66		
Prevalence of Physical Restraint use at least once in 3 days prior to initial assessment (Admission RAI) (QIP)	4.8%	3.3%	4.8%	5.8%		
% of Patients who fell in the last 30 days with injury of moderate, serious or critical nature (QIP)	6%	3.7%	6%	3.6%		
Medication reconciliation at admission (QIP)	95%	99.4%	95%	99.4%		
Hand Hygiene compliance before patient/patient environment contact (QIP)	87%	91.2%	87%	89.5%		
Staff Vacancy Rate	5%	3.3%	5%	3.3%		

Strategic Direction #4 Advance a Culture of Innovation and Discovery						
Indicator	Target	Q3	Target	YTD		
Number of Publications (Target 21 papers)	100%	100.0%	100%	100.0%		
Number of Grant Submissions (Target 10) (Reported Quarterly)	100%	100.0%	100%	120.0%		
Number of Medical Students (Target 16)	100%	325.0%	100%	264.0%		
Number of Students (Target 344)	100%	94.3%	100%	95.6%		

Transition Indicators (Care Co-ordination)						
Indicator	Target	Q3	Target	YTD		
Transitional Rehabilitation Housing with Length of Stay less than 18 months	100%	50%	100%	60%		
ALC Throughput (HSAA)	1.0	1.69	1.0	0.96		
Number of Transfers from Hospital to Partial Hospitalization Program (14/15 Oct. Target)						
Number of admissions avoided due to Partial Hospitalization Program (14/15 Oct. Target)						

Indicator	Target	Q3	Target	Result
Medication reconciliation at discharge	95%	97%	95%	98%

Fiduciary Indicators						
Indicator	Target	Q3	Target	YTD		
Other HSAA Indicators	100%	100%	100%	100%		
# Staff Critical Injuries	0	0	0	2		

Indicator	Target	Q3	Target	Result
Other MSAA Indicators	100%	100%	100%	100%
Turnover Rate	7.0%	N/A	7.0%	7.0%