yukon hospital corporation

Balanced Scorecard Metrics – 2025-26

Our Commitment	Indicator		Target	FYE 23-24	FYE 24-25	Q1	Q2	Q3	Q4	Fiscal YTD	Result
Truth and Reconciliation, Decoloniation and Indigenization	Community Engagement	Whitehorse	**Green**	New Metric	New Metric						
		Dawson City									
		Watson Lake									
	% of Youth Intern Positions Filled		**100%**	89%	100%	100%	**100%**			**100%**	
	FN101 Completion Rate		**100%**	New Metric	New Metric	97%	**85%**			**85%**	
To Our People and Teams	Staff Safety: Lost Days per 100 FTE		**<10.0**	2.3	1.1	0.7	**0.5**			**0.6**	
	Staff Safety: Injury Frequency per 100 FTE		**<3.0**	5.8	8.6	11.0	**8.0**			**9.5**	
	Turnover Rate		**<2.5%**	0.3%	4.3%	3.0%	**2.9%**			**3%**	
	Vacancy Rate		**<6.5%**	11.3%	8.0%	8.5%	**9.8%**			**9.1%**	
	Average Sick Time (hours per employee)		**<7.0**	8.0	8.3	7.0	**5.8**			**6.4**	
	Average Overtime (hours per employee)		**<3.5**	4.5	5	4.7	**4.6**			**4.6**	
	Medication Errors Causing Harm (per 1,000 patient days)		**<1.0**	0.2	0.4	0.5	**0.6**			**0.55**	
	Patient Falls (per 1,000 patient days)		**<4.0**	3.8	4.5	2.5	**3.1**			**2.8**	
	Patient Infections (per 1,000 patient days)		**<1.0**	0.0	0.7	0.5	**0.0**			**0.25**	
	Readmission Rate		**<9.0%**	11.0%	11.1%	12.2%	**14.1%**			**13.1%**	

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Our Commitment	Indicator		Target	FYE 23-24	FYE 24-25	Q1	Q2	Q3	Q4	Fiscal YTD	Result
To The People We Care For & Our Communities	Best Possible Medication History Upon Admission		**>90%**	94%	92%	97%	**95%**			**96%**	
	Hand Hygiene Audit Compliance		**≥75.0%**	63.0%	43.7%	37.6%	**42.1%**			**39.8%**	
	Patient Satisfaction		**TBD**	N/A	N/A	N/A	**N/A**			**Beginning in Q3**	Beginning in Q3
	WGH First Nation Health Program	Average length of time FNHP offers services to Self-Identified First Nation, Inuit or Metis upon hospital admission (hours)	**<12 hours**	New Metric	New Metric	N/A	**N/A**			**N/A**	N/A
		% of Self-Identified First Nation, Inuit or Metis patients who **are offered FNHP services in the Emergency Department**	**100%**	New Metric	New Metric	N/A	**N/A**			**N/A**	N/A
		% of Self-Identified First Nation, Inuit or Metis patients **who receive FNHP discharge planning support.**	**100%**	New Metric	New Metric	N/A	**N/A**			**N/A**	N/A
	WGH Emergency Department	Average Length of Stay – **Discharged Home** (hours)	**<2.0**	2.4	2.8	3.0	**3.4**			**3.2**	
		Average Length of Stay – **Admitted to Inpatient unit** (hours)	**<5.0**	10.6	10.2	8.2	**7.6**			**7.9**	
		Time from Arrival to Initial Physician Assessment (min)									
		CTAS 1 (Resuscitation)	**Immediate**	Immediate	Immediate	Immediate	**Immediate**			**Immediate**	
		CTAS 2 (Emergent)	**≤15**	39	51	64	**65**			**64**	
		CTAS 3 (Urgent)	**≤30**	73	83	99	**105**			**102**	

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Our Commitment	Indicator			Target	FYE 23-24	FYE 24-25	Q1	Q2	Q3	Q4	Fiscal YTD	Result
To The People We Care For & Our Communities (cont'd)		CTAS 4 (Less Urgent)		**≤60**	79	94	111	**118**			**115**	
		CTAS 5 (Non- Urgent)		**≤120**	77	88	106	**105**			**106**	
	WGH Medical Imaging	CT	Urgent	**≤2 days**	0.5	1.5	2	**2**			**2**	
			Semi-Urgent	**≤14 days**	54	47	51	**56**			**53**	
			Non-Urgent	**≤60 days**	154	80	84	**87**			**85**	
		Ultrasound	Urgent	**≤2 days**	0	1	1	**2**			**2**	
			Semi-Urgent	**≤14 days**	32	40	35	**35**			**35**	
			Non-Urgent	**≤60 days**	91	189	197	**204**			**201**	
		MRI	Urgent	**≤7 days**	0.3	1	1	**5**			**3**	
			Semi-Urgent	**≤30 days**	43	49	46	**39**			**43**	
			Non-Urgent	**≤180 days**	184	155	133	**149**			**141**	
		Mammography	Urgent	**≤7 days**	4	3	3	**3**			**3**	
			Semi-Urgent	**≤12 months**	17	14	13	**12**			**13**	
			Non-Urgent	**≤24 months**	34	28	26	**24**			**25**	
		Walk-In Xray wait times (minutes)		**<30**	22	21	32	**22**			**27**	

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Our Commitment	Indicator		Target	FYE 23-24	FYE 24-25	Q1	Q2	Q3	Q4	Fiscal YTD	Result
To The People We Care For & Our Communities (cont'd)	WGH Medical Rehabilitation	All referrals seen within 7 days	**100%**	95%	75%	65%	**86%**			**76%**	
	WGH Outpatient Laboratory	Walk-In Lab wait times (minutes)	**<30**	42	50	45	**33**			**39**	
	Visiting Specialist Clinic	**Average Wait times by Speciality (in months)**									
		Cardiology	**≤3**	6	6	6	**6**			**6**	
		Otolaryngology (Ears, Nose, Throat)	**≤3**	24	24	24	**24**			**24**	
		Internal Medicine	**≤3**	3	3	3	**3**			**3**	
		EMG	**≤3**	3	3	3	**3**			**3**	
		General Neurology	**≤6**	5	5	5	**5**			**5**	
		Physiatry	**≤12**	8	9	9	**9**			**9**	
		Rheumatology	**≤6**	16	15	14	**15**			**15**	
		Gastroenterology	**≤6**	4	6	6	**6**			**6**	
		Nephrology	**≤3**	3	3	3	**3**			**3**	
		Dermatology	**≤3**	3	3	3	**3**			**3**	
		Cataract Evaluation	**≤4**	3	3	3	**3**			**3**	
		General Ophthalmology	**≤4**	3	4	4	**4**			**4**	

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Our Commitment	Indicator		Target	FYE 23-24	FYE 24-25	Q1	Q2	Q3	Q4	Fiscal YTD	Result
		Orthopedics (Hands)	**≤6**	6	6	6	**6**			**6**	
To Resiliency, Sustainability and Integration	Number of total joint procedures completed		**≤150**	107 (Target 100)	138	44	**42**			**86**	
	Number of cataract surgeries completed		**≤600**	598	513	172	**201**			**373**	
	% Occupancy	Whitehorse (68 beds)	**≤90%**	96%	106%	93%	**100%**			**97%**	
		Watson Lake (6 beds)	**≤50%**	36%	38%	22%	**22%**			**22%**	
		Dawson City (6 beds)	**≤50%**	27%	38%	27%	**26%**			**27%**	
	% of Alternate Level of Care (ALC) Days (WGH)		**<10.0%**	13.3%	18.9%	13.4%	**17.6%**			**16.1%**	
	Facility and Critical Systems Continuity		**≥99.9%**	98.7%	98.6%	100%	**95.0%**			**97.5%**	
	Clinical Service Continuity		**Green**								
	Major Projects Tracking	Modernize Laboratory Services	**Green**	**Green**	**Green**						
		Mental Wellness Unit									
		SMU Redevelopment									
		WGH Expansion Planning									
		Major Capital Equipment									
	Unconsolidated Operating Margin (*Restated to audited unconsolidated financial results)		**0%**	1.6%*	0.3%*	0.9%	**2.0%**				
			$0	$1.8M*	$397K*	$322K	**$738K**			**$738K**	

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On Target	Monitoring	Missed Target