

Balanced Scorecard Metrics - Quarter Q2, 2024-25

Our Commitment	Indicator		Target	Q1	Q2	Q3	Q4	Fiscal YTD	Result
To Truth & Reconciliation, Indigenization and Decolonization	Mental Wellness Unit Project	Engagement	Green						
		Program	Green						
		Environment	Green						
	Watson Lake Anti-Racism Project		Green						
	% of Youth Intern Positions Filled		100%	100%	100%				
To Our People and Teams	Staff Safety	Lost Days per 100 FTE	<10.0	1.3	0.6			0.9	
		Injury Frequency per 100 FTE	<3.0	6.0	3			4.5	
	Turnover Rate		<2.5%	0.4%	0.1%			0.3%	
	Vacancy Rate		<6.5%	11%	5.4%			8.2%	
	Average Sick Time (hours per employee)		<7.0	9.5	7.9			8.5	
	Average Overtime (hours per employee)		<3.5	5.6	3.9			4.5	

To The People We Care For and Our Communities	Quality								
	Medication Errors Causing Harm per 1,000 patient days	<1.0	0.2	0.3			0.3	Green	
	Patient Falls per 1,000 patient days	<4.0	5.3	4.3			4.8	Yellow	
	Patient Infections per 1,000 patient days	<1.0	1	0			1	Green	
	Readmission Rate	<9.0%	9.9%	10.5%			10.2%	Yellow	
	Medication Reconciliation at Discharge	100%	100%	100%			100%	Green	
	Hand Hygiene Compliance	≥75.0%	47.0%	44.7%			45.7%	Red	
	Patient Satisfaction	TBD	N/A	N/A				Light Blue	
	Accessibility								
	WGH Emergency Department	Average Length of Stay – Discharged Home (hours)	<2.0	2.5	2.8			2.6	Yellow
		Average Length of Stay – Admitted to Inpatient unit (hours)	<5.0	9.3	10.5			9.9	Red
		Time from Arrival to Initial Physician Assessment (min)							
		CTAS 1	Immediate	Immediate	Immediate			Immediate	Green
CTAS 2		15	41	49			45	Red	
CTAS 3		30	76	81			79	Red	

		CTAS 4	60	91	92			92		
		CTAS 5	120	88	85			87		
	WGH Medical Imaging	Urgent wait times met		100%	100%	100%			100%	
		Semi Urgent wait times met		≥95.0%	0%	0%			0%	
		Non Urgent wait times met		≥90%	25%	25%			25%	
		Walk-In Xray wait times (minutes)		<30	20	21			20	
	WGH Medical Rehabilitation	All referrals seen within 7 days		100%	91%	85%			88%	
	WGH Outpatient Laboratory	Walk-In Lab wait times (minutes)		<30	51	55			51	
% ALC Days (WGH's 58 Beds)			<10.0%	16.2%	16.8%			16.5%		
To Resiliency, Sustainability and Integration	Operating Margin		0%	(5%)	(6%)			(6%)		
	Number of total joint procedures completed		150	31	30			61		
	Number of cataract surgeries completed		600	172	144			316		
	% Occupancy	Whitehorse (56 beds)		≤75%	101%	111%			106%	
		Watson Lake (6 beds)		50%	35%	37%			36%	
		Dawson City (6 beds)		50%	34%	32%			33%	

	Facility and Critical Systems Continuity	≥99.9%	98%	98%				
	Clinical Service Continuity	Green						
	Major Projects Tracking	Green						

On Target	Near/Monitoring Target	Missed Target