



De dwa da dehs nye>s Aboriginal Health Centre  
 Quality Improvement  
 Balanced Scorecard  
 as of March 31, 2018



Health Service Provision					
Q1	Q2	Q3	Q4	Target	Indicators
126	63	55	71	0	# of persons waiting for first service (new clients) -Primary Care- Brantford
62	48	59	80	0	# of persons waiting for first service (new clients) -Primary Care- Hamilton
51	54	52	60	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
43	38	49	46	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
3	14	17	23	0	# of persons waiting for first service (new clients) - Mental Health - Niagara
19%	18%	21%	21%	12%	% of No Show Patients in Primary Care - Brantford
22%	20%	20%	23%	12%	% of No Show Patients in Primary Care - Hamilton
19	35	82	101	100	# of Internal Referrals - Brantford
30	59	81	103	100	# of Internal Referrals - Hamilton
19	56	82	10		# of New Circle of Cares - Brantford
30	59	81	9		# of New Circle of Cares - Hamilton
97	184	268	71		# of New Circle of Cares - Other Disciplines - Both Locations
1642	2692	4453	6019	8000	# of Clients Engaged with Health Promotions

Financial Health					
Q1	Q2	Q3	Q4	Target	Indicator
9%	9%	8%	8%	15%	% of Budget Spent on Admin Salaries and Benefits
7%	7%	7%	8%	8%	% of budget Spent on Admin Operating Expenses
84%	84%	85%	84%	79%	% spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Yes	Is the Health Centre projecting a balanced budget?

Patient/Client Perspective					
Q1	Q2	Q3	Q4	Target	Indicator
		87		89	% of clients satisfied with service (responding Very Good or Excellent on the Participation Feedback Survey)
		93		81	% of clients recommending service to others (responding at Definitely Yes on the Participation Feedback Survey)
		69		54	% of clients reporting reasonable wait time (witin 20 days)
		3		46	% of clients reporting difficulty in accessing service (greater than 20 days)
		87		89	% of clients reporting that services provided met their needs (responding Very Good or Excellent on the Participation Feedback Survey)

Organizational Health					
Q1	Q2	Q3	Q4	Target	Indicator
			95%	95%	% of staff reporting moderate to high job satisfaction (to be completed in Q4)
0%	2%	10.5%	15%	10.0%	% of staff turnover*
0%	0%	80%	94	100%	% of performance assessments completed
100%	79%	94%	100	100%	% of board positions filled
78%	73%	77%	76	100%	% attendance at board meetings - 2017-18 Fiscal Year

Updated: 01-May-18

*We're Taking Care of Each Other Amongst Ourselves*