



De dwa da dehs nye>s Aboriginal Health Centre
 Quality Improvement
 Balanced Scorecard
 as of March 31, 2019



Health Service Provision					
Q1	Q2	Q3	Q4	Target	Indicators
71	94	95	98	0	# of persons waiting for first service (new clients) -Primary Care- Brantford
86	105	85	89	0	# of persons waiting for first service (new clients) -Primary Care- Hamilton
53	52	32	32	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
71	44	21	21	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
32	35	28	38	0	# of persons waiting for first service (new clients) - Mental Health - Niagara
22%	18%	19%	20%	12%	% of No Show Patients in Primary Care - Brantford
29%	22%	20%	21%	12%	% of No Show Patients in Primary Care - Hamilton
34	59	76	100	100	# of Internal Referrals - Brantford
22	48	66	84	100	# of Internal Referrals - Hamilton
6	12	21	29		# of New Circle of Cares - Brantford
8	13	22	41		# of New Circle of Cares - Hamilton
91	150	238	309		# of New Circle of Cares - Other Disciplines - Both Locations
2771	4585	6549	8323	8000	# of Clients Interactions with Health Promotions

Financial Health					
Q1	Q2	Q3	Q4	Target	Indicator
8%	7%	7.6%	10%	15%	% of Budget Spent on Admin Salaries and Benefits
8%	8%	7.7%	9%	8%	% of budget Spent on Admin Operating Expenses
84%	85%	84.7%	81%	77%	% 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
		71		89	% of clients satisfied with service (responding Good to Excellent on the Participation Feedback Survey)
		79		81	% of clients recommending service to others (responding at Definitely Yes on the Participation Feedback Survey)
		73		54	% of clients reporting reasonable wait time (witin 20 days)
		27		46	% of clients reporting difficulty in accessing service (greater than 20 days)
		99		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
			88%	95%	% of staff reporting moderate to high job satisfaction (to be completed in Q4)
4%	12%	21.0%	25%	10.0%	% of staff turnover*
78%	100%	100%	100%	100%	% of performance assessments completed
94%	91%	91%	91%	100%	% of board positions filled
67%	55%	52%	82%	80%	% attendance at board meetings - 2018-19 Fiscal Year

Updated: 31-Mar-19

We're Taking Care of Each Other Amongst Ourselves