



De dwa da dehs nye>s Aboriginal Health Centre  
 Quality Improvement  
 Balanced Scorecard  
 as of March 31, 2021



2020-21	Health Service Provision					Target	Indicators
	Q1	Q2	Q3	Q4	Target		
145	150	152	83	70	0	# of persons waiting for first service (new clients) -Primary Care- Brantford	
68	71	79	57	52	0	# of persons waiting for first service (new clients) -Primary Care- Hamilton	
67	79	51	35	41	0	# of persons waiting for first service (new clients) - Mental Health - Brantford	
53	65	68	76	48	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton	
21	28	33	27	34	0	# of persons waiting for first service (new clients) - Mental Health - Niagara	
14%	15%	13%	12%	13%	12%	% of No Show Patients in Primary Care - Brantford	
18%	11%	21%	15%	20%	12%	% of No Show Patients in Primary Care - Hamilton	
145	29	72	125	182	100	# of Internal Referrals - Brantford	
69	12	7	45	106	100	# of Internal Referrals - Hamilton	
22	0	0	1	4		# of New Circle of Cares - Brantford	
20	3	12	25	33		# of New Circle of Cares - Hamilton	
134	0	1	9	11		# of New Circle of Cares - Other Disciplines - Both Locations	
7355	93	2041	3398	4562	8000	# of Clients Interactions with Health Promotions	

2020-21	Financial Health					Indicator
	Q1	Q2	Q3	Q4	Target	
6.70%	5.30%	5.70%	6.3%	7.2%	15%	% of Budget Spent on Admin Salaries and Benefits
9.00%	6.70%	7.00%	6.0%	7.5%	8%	% of budget Spent on Admin Operating Expenses
84%	88.00%	87.30%	87.6%	85.2%	77%	% spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Yes	Yes	Is the Health Centre projecting a balanced budget?

2020-21	Patient/Client Perspective					Target	Indicator
	Q1	Q2	Q3	Q4	Target		
99.6%				100%	89	% of clients satisfied with service (responding Good to Excellent on the Participation Feedback Survey)	
99%				97%	81	% of clients recommending service to others (responding at Definitely Yes on the Participation Feedback Survey)	
59%				83%	>54	% of clients reporting reasonable wait time (witin 20 days)	
41%				0%	<46	% of clients reporting difficulty in accessing service (greater than 20 days)	
99.6%				100%	89	% of clients reporting that services provided met their needs (responding Very Good or Excellent on the Participation Feedback Survey)	

2020-21	Organizational Health					Target	Indicator
	Q1	Q2	Q3	Q4	Target		
96%			97%		95%	% of staff reporting moderate to high job satisfaction (to be completed in Q4)	
12%	5%	11%	12.0%	15%	10.0%	% of staff turnover*	
70%		76%	96%	100%	100%	% of performance assessments completed	
88%	85%	100%	100%	100%	100%	% of board positions filled	
84%	93%	91%	77%	82%	80%	% attendance at board meetings - 2020-21 Fiscal Year	

Legend: within 5% of target  
within 5 - 10% of target  
greater than 11% of target

Updated: 04-30-21

\* Number has decreased due to the number of new positions added in this quarter.