



De dwa da dehs nye>s Aboriginal Health Centre
 Quality Improvement
 Balanced Scorecard
 as of March 31, 2017



Health Service Provision					
Q1	Q2	Q3	Q4	Target	Indicators
87	91	78	100	0	# of persons waiting for first service (new clients) -Primary Care- Brantford
9	10	25	43	0	# of persons waiting for first service (new clients) -Primary Care- Hamilton
15	22	21	38	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
19	29	21	32	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
18	13	18	28	12	% of No Show Patients in Primary Care - Brantford
16	15	24	24	12	% of No Show Patients in Primary Care - Hamilton
31	54	73	103	100	# of Internal Referrals - Brantford
48	48	91	126	100	# of Internal Referrals - Hamilton
7	4	20	11	42	# of New Circle of Cares - Brantford
26	18	11	22	77	# of New Circle of Cares - Hamilton
55	39	47	68	209	# of New Circle of Cares - Other Disciplines - Both Locations
1947	3694	5844	7637	8000	# of Clients Engaged with Health Promotions

Financial Health					
Q1	Q2	Q3	Q4	Target	Indicator
18%	17%	17	15%	15%	% of Budget Spent on Admin Salaries and Benefits
9%	8%	7	8%	8%	% of budget Spent on Admin Operating Expenses
74%	75%	76	79%	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)
		99		81	% of clients recommending service to others (responding at Definitely Yes on the Participation Feedback Survey)
		77		54	% of clients reporting reasonable wait time (witin 20 days)
		13		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
			93	95	% of staff reporting moderate to high job satisfaction (to be completed in Q4)*
5.4	7.7	0	7.3	10	% of staff turnover
0	0	96	100	100	% of performance assessments completed
89	100	89	96	100	% of board positions filled
89	89	67	85	80	% attendance at board meetings - 2016-17 Fiscal Year

Updated: 15-May-17

We're Taking Care of Each Other Amongst Ourselves