De dwa da dehs nye>s Aboriginal Health Centre
Quality Improvement
Balanced Scorecard
as of March 31, 2016

Health Service Provision

Q1	Q2	Q3	Q4	Target	Indicators
34	54	58	69	0	# of persons waiting for first service (new clients) -Primary Care- Brantford
0	30	6	10	0	# of persons waiting for first service (new clients) -Primary Care- Hamilton
0	32	0	31	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
0	18	0	26	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
15	19	18	19	12	% of No Show Patients in Primary Care - Brantford
17	27	16	21	12	% of No Show Patients in Primary Care - Hamilton
97	191	220	255	100	# of Internal Referals - Brantford
46	146	195	230	100	# of Internal Referals - Hamilton
30	35	49	51		# of New Circle of Cares - Brantford
25	35	61	73		# of New Circle of Cares - Hamilton
106	237	408	610		# of New Circle of Cares - Other Disciplines - Both Locations
722	3706	6999	8675	1500	# of Clients Engaged with Health Promotions

Financial Health

Q1	Q2	Q3	Q4	Indicator
11%	11%	13%	14%	% of Budget Spent on Admin Salaries and Benefits
7%	7%	8%	8%	% of budget Spent on Admin Operating Expenses
82%	82%	79%	78%	% spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Is the Health Centre projecting a balanced budget?

Patient/Client Perspective

Q1	Q2	Q3	Q4	Indicator
		91		% of clients satisfied with service
		91		% of clients recommending service to others
		84		% of clients reporting reasonable wait time (witin 20 days)
		2		% of clients reporting difficulty in accessing service (greater than 20 days)
		95		% of clients reporting that services provided met their needs

Organizational Health

Q1	Q2	Q3	Q4	Indicator
		81	93	% of staff reporting moderate to high job satisfaction
9	9	3	12	% of staff turnover
0	18	100	100	% of performance assessments completed
100	100	89	89	% of board positions filled
89	89	82	81	% attendance at board meetings - 2015-16 Fiscal Year

Updated: 05-06-2016

We're Taking Care of Each Other Amongst Ourselves