measuring up...

Key Performance Measures, Rationales and Targets

IWK Health Centre

Our key directions

Key Performance Indicators (KPIs), Rationale &

HELPING FAMILIES BE HEALTHY AND GET THE BEST CARE.

KPI

Rate of compliance with IWK established wait time standards.

Rationale

Measuring access to service will identify areas outside the acceptable standard and opportunities for reallocation of resources.

Target

Acceptable wait time standards are achieved 100% of the time.

BECOMING A HIGH PERFORMANCE ORGANIZATION.

KPI

Rate of recruitment for "hard to fill" positions which are critical to our operation.

Rationale

A number of skilled workgroups present challenges for recruitment which will be further affected by retirements over the next five years.

Target

100% successful recruitment.

USING RESOURCES WISELY.

KPI

Rate of redistribution toward identified key directions.

Rationale

Resource allocation must be aligned with the strategic focus of the organization.

Target

Increased rate of redistribution toward achievement of the key directions.

KEEPING PATIENTS SAFE.

KPI

Rate of adverse event reporting.

Rationale

A culture of patient safety where all staff are comfortable identifying adverse events and reviewing patient safety practices results in the best care for patients.

Target

10% increase in the rate of adverse event reporting and the number of case reviews.

BEING THE BEST TEACHERS AND RESEARCHERS.

KPI

Evidence of knowledge generation and translation.

Rationale

Health centres engaged in the research process are better able to translate advances into excellence in care for patients.

Target

10% annual increase in the number of peer reviewed journal publications and textbook chapters.

Rate of patient and family satisfaction with family centred care.

Family centred care is known to contribute to better patient outcomes.

Greater than 90% satisfaction rate.

Advances in program development and initiatives related to primary health care.

As a Maritime Centre for women, children and youth we have a responsibility to advance the health status of the populations we serve.

Annual increase in program development and initiatives related to primary health care.

Rate of overall employee satisfaction.

Satisfied and motivated employees, supported in their roles, provide the best environment for patient care.

90% or greater satisfaction.

Rate of staff retention.

Finding and keeping the right people is critical to our ability to meet the needs of our population and we will be challenged with the current and future labour market.

10% reduction in staff turnover.

Ratio of secured capital funding to capital spending.

Current funding levels are not meeting the capital needs of the organization resulting in aging equipment, technology and infrastructure.

Decrease in the gap between available capital funding and required capital funding.

Rate of revenue from sources other than the Department of Health.

The current revenue from the Department of Health does not allow the Health Centre to fulfill its mandate.

10% annual growth in the percentage of the operational budget derived from sources external to the Department of Health.

Rate of staff identifying the IWK as having a positive patient safety culture.

Building an effective patient safety program will require a measurable change in culture throughout the organization.

10% increase in the annual composite score on the patient safety culture survey.

Rate of spread of best practices identified in the Safer Healthcare Now! Campaign.

One of the keys to reducing patient harm is an organizational commitment to spread best patient safety practices throughout all appropriate care delivery areas.

100% spread of central line bundle by December, 2006, 100% spread of medication reconciliation bundle by December, 2007.

Rate of approved research projects with multidisciplinary or interdisciplinary investigators.

Better translation to outcomes occurs when several disciplines are involved in collaborative research.

10% annual increase in the number of research projects with multidisciplinary or interdisciplinary investigators.

Rate of growth in research dollars from national or international peer reviewed research sources.

The ability to attract and retain the best researchers is dependent on a robust research program.

10% annual growth in total research dollars from national and international sources.

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