

# Four Villages Community Health Centre - Board Scorecard

AT END OF Q4 (2017/2018)

## Client Measures

ID	Category	Item	Measure	2016-17 Q3	2016-17 Q4	2017-18 Goal	2017-18 Q1	2017-18 Q2	2017-18 Q3	2017-18 Q4	Trend (2016/17 Q1 to YTD)	Comments
<a href="#">#N/A</a>	Strategy	System Evolution	# of Coordinated Care Plans completed	40	45	20	6	17	26			Goal is 20 new CCPs for 2017/18 bringing total CCPS to date of 65
<a href="#">SCB2</a>	Strategy	Access to Primary Care	Average # of MD/NP visits of top 50 frequent/repeat users per year	16.68	16.96	16.11%	16.10	16.16	16.96	17.12		Goal is 5% improvement from end of 2016/17
<a href="#">#N/A</a>	Strategy	Driving Programs	% of Mental Health & Addictions medical clients accessing Allied Health + Programs	65%	69%	72.45%	66.25%	62.02%	71.29%	73.33%		Goal is 5% improvement from end of 2016/17
<a href="#">SCB4</a>	Strategy	Driving Programs	% of service clients accessing Programs	13%	8%	8.40%	6%	6.4%	7.45%	8.37%		Goal is 5% improvement from end of 2016/17. Current metric is not capturing goal of ensuring only high complexity clients are considered.
<a href="#">#N/A</a>	Strategy	Driving Programs	% of clients aged 50+ years accessing Activation Programming		9%	9.45%	9.06%	8.47%	9.57%	9.94%		Goal is 5% improvement from end of 2016/17
<a href="#">#N/A</a>	QIP	Health Equity Data	% of clients above 13yrs of age, recorded atleast 1 of 4 of their health equity data(YTD)		N/A	60%	NA	62.58%	65.73%	77.18%		New Metric added for Q2 2017_18

#N/A	QIP	Reduce ED visits	% clients visited ED for conditions Best Managed Elsewhere**		No New Data						No new data since 2013.
#N/A	QIP	Client Satisfaction Survey	Client Experience result- % responding <i>Always or Often</i> to "How often do the staff explain things in a way that is easy to understand?"*		92%	93%	88.30%				Electronic Results: 87.9 Paper Results: 88.5
#N/A	QIP	Client Satisfaction Survey	Client Experience result- % responding <i>Always or Often</i> to "How often do the staff tell you about treatment options and involve you in decision about the best treatment?"*		92%	94%	90.30%				Electronic Results: 89.3 Paper Results: 91.1
#N/A	QIP	Client Satisfaction Survey	Client Experience result- % responding <i>Always or Often</i> to "How often do the staff members spend enough time with you during an appointment?"*		92%	95%	93.20%				Electronic Results: 90.4 Paper Results: 95.6
#N/A	QIP	Client Satisfaction Survey	Client Experience result - % responding <i>On the same day</i> to "How quickly could you get an appointment to see a doctor, nurse or nurse practitioner?"*		This question is no longer being asked, and is replaced by the question below.						
#N/A	QIP	Client Satisfaction Survey	Client Experience result - % responding <i>Always or Often</i> to "How often can you get an appointment when you need one?"*		78%	78%	78%				Electronic Results: 75.9 Paper Results: 78.7
MCB5	MSAA	Health Promotion	Cervical Cancer Screening Rate (PAP Test)	82.0%	83.4%	85%	83.2%	84.0%	82.06%	83.01%	

<a href="#">MCB3</a>	MSAA	Health Promotion	Colorectal Screening Rate	70.3%	71.2%	68%	74.4%	74.8%	75.14%	78.21%		
<a href="#">MCB6</a>	MSAA	Interprofessional Care	Inter-Professional Diabetes Care Rate	87.0%	88.8%	98%	86.4%	87.2%	85.96%	87.12%		
<a href="#">#N/A</a>	MSAA	Health Promotion	Influenza Vaccination Rate (Change in Age Range to 65+)	55.7%	68.1%	42%	68.5%	67.7%	61.74%	75.47%		
<a href="#">MCB2</a>	MSAA	Health Promotion	Breast Cancer Screening Rate	75.2%	75.3%	65%	75.4%	75.5%	75.66%	76.93%		
<a href="#">MCB7</a>	MSAA	Access to Primary Care	Panel Size	69.3%	69.6%	73%	70.4%	70.5%	71.33%	72.68%		
<a href="#">#N/A</a>	MSAA	Organizational - Clients Served	# of total unique individuals served across the entire organization(YTD)	4521	5154	5415	3150	4162	5234	5360		Goal is 5% improvement from end of 2016/17

## Financial Measures

ID	Category	Item	Measure	2016-17 Q2	2016-17 Q4		2017-18 Q1	2017-18 Q2	2017-18 Q3	2017-18 Q4		
<a href="#">MFB1</a>	MSAA	Financial	Balanced Budget - Fund Type 2		0	>0%	2.12	1.53	1.06	0.86		
<a href="#">MFB2</a>	MSAA	Financial	Proportion of Budget spent on Admin		22.9	25-30%	23.10	23.3	23.7	23.6		
<a href="#">MFB3</a>	MSAA	Financial	Percentage Total Margin		0.99	>0%	1.02	1.01	1.06%	1.01		
<a href="#">MFB4</a>	MSAA	Financial	Variance Forecast to Actual Expenditure		0.8	<5%	0.87	0.31	0.45	0.38		
<a href="#">#N/A</a>	MSAA	Human Resources	MD/NP Retention Rate \$		100	100%	100	100	100	100		

LEGEND	Definition
	Problems achieving target. Explanation required.

		Improvement made towards target.
		Target achieved.
	*	Reported Annually
	**	Reported every two years, due to availability of data
	↑	Performance trend - direction of performance relative to
	↓	Performance trend - direction of performance relative to
	→	Performance trend - direction of performance relative to

\*\* This question has changed wording. Previous was: % responding *Always* or *Often* to "How often do the staff tell you about treatment options and involve you in decision about the best treatment?"\*

Now a two part question:

When you see your doctor or nurse practitioner, how often do they or someone else in the office....

- a. Give you an opportunity to ask questions about recommended treatment - 90%
  - b. Involve you as much as you want to be in decisions about your care and treatment - 94%
- We are using part "b" only.

\*\*\* 78% reflects response to a new HQO question: Did you get an appt when you wanted one? Yes or No?

\$ MD/NP Retention Rate - Sum  
of the number of hours worked  
by MDs and NPs cumulative to  
the end of the reporting period  
/ Sum of the number of hours  
worked by MDs and NPs if the  
complement was fully occupied  
over the time period