



Be Bold



Revolutionize the way we work with our partners to develop a coordinated mental health and addictions system to provide greater access to the life-saving treatment and supports our patients need.

	Indicator	Target	Q4	YTD
Alternative Level of Care rate (QIP)		14.5%	15.4%	16.1%
Median # of days patients waited for Outpatient services (QIP)		22.0	25.0	27.0
Avg. # of days patients waited for Outpatient services		50.0	77.4	71.1
% of active enrolled Patient Portal users using Patient Portal for the reporting period		16.0%	21.1%	21.1%
% of face-to-face visits accomplished through use of technology		5.0%	5.0%	4.2%



Be Inspiring



Give our people the freedom to be innovative. Transform what we know about mental illness and share our learnings with others.

	Indicator	Target	Q4	YTD
% of all Learners responded with the highest score of satisfaction medical and non-medical students rotating at Ontario Shores		87.0%	73.4%	71.7%



Be Caring



Seize every moment to care about the people around us. Weave recovery into the fabric of our organization so it can be seen, felt, heard and experienced every day.

	Indicator	Target	Q4	YTD
Patient Satisfaction - Inpatient (QIP)		83.0%	96.6%	88.6%
Average Seclusion Duration - Hours (QIP)		25.0	11.0	14.1
Patient Positive Recovery Indicator (Development) - % of patients with meaningful improvement in RAS (INPATIENT)		61.0%	50.8%	59.7%
Patient Positive Recovery Indicator (Development) - % of patients with meaningful improvement in RAS (OUTPATIENT)		73.0%	79.7%	76.6%
Lost Time Injury Index (frequency) - workplace violence		1.9	0.4	1.6
Turnover Rate (Rolling)		7.6%	11.3%	11.3%
% of Care Plans updated at minimum of once per month		70.0%	10.1%	9.5%



Be Extraordinary



Elevate the organization through the relentless pursuit of excellence in all that we do. Set the highest standards for practice, quality and performance.

	Indicator	Target	Q4	YTD
% of Inpatient Discharges with an Outpatient Visit within 7 days of Discharge (QIP)		79.0%	80.7%	78.3%
% of Inpatient's Discharge Summaries Sent to Community Care Provider within 48 Hours of Discharge (QIP)		50.0%	80.0%	72.4%
Schizophrenia Quality Standards Outcome Indicator: % of discharged patients w/ improved positive symptoms (RAI)		60.0%	78.9%	70.9%
Return on Research Investment		0.88	1.14	0.85