

Vitalité Health Network

Vitalité Health Network Performance Report (December 2022)

1.0 Health results

	Benchmark	Target	Result	Trend
1.1 Ambulatory care sensitive conditions (hospitalizations per 10,000 people)	25.1	25.1	28.3	○
1.2 Percentage of hip and knee surgeries performed within 182 days	56.0%	56.0%	50.7%	—
	47.0%	47.0%	43.9%	—
1.3 Percentage of knee and hip surgeries waiting > 365 days	0%	0%	3.6%	+

3.0 Employee experience

	Benchmark	Target	Result	Trend
3.1 Turnover rate	10.0%	10.0%	5.5%	+
3.2 Average number of paid sick days per employee	10	10	15	—
3.3 Work accident rate with loss of time	4.7	4.1	3.8	+

Results: ■ Fails to meet target ■ Meets target (+/- 5%) ■ Better than target

2.0 Patient and family experience

	Benchmark	Target	Result	Trend
2.1 Percentage of level 4 and 5 visits to emergency	31.0%	31.0%	58.9%	○
2.2 Repeated hospitalizations for mental illness	7.8%	7.8%	7.1%	+
2.3 Percentage of ALC patients in acute care	16.7%	28.4%	30.0%	○
2.4 Percentage of patients who visit the emergency who have a primary health care provider	92.0%	92.0%	76.0%	○
2.5 Measure of access to primary health care (in développement)	TBD	TBD	TBD	TBD

4.0 Organizational excellence

	Benchmark	Target	Result	Trend
4.1 Actual vs CIHI expected length of stay ratio	0.96	0.96	1.03	○
4.2 Percentage of surgeries waiting > 365 days	0%	4.1%	7.4%	—
4.3 Overall rate of hospital readmission	9.4	8.5	7.7	+
4.4 Improvement rate	TBD	TBD	TBD	TBD
4.5 Difference between actual expenses and operating budget	Not available	+/- 1%	0.7%	○

Trend: + Positive - Negative ○ Stable

1.0 Health results

	Benchmark	Target	Result	Trend
1.1 Ambulatory care sensitive conditions (hospitalizations per 10,000 people)	25.1	25.1	28.3	○
1.2 Percentage of hip and knee surgeries performed within 182 days	56.0%	56.0%	50.7%	—
	47.0%	47.0%	43.9%	—
1.3 Percentage of knee and hip surgeries waiting > 365 days	0.0%	0.0%	3.6%	+

1.1 Ambulatory Care Sensitive Conditions

English

Français

2022-11-29

i Hospitalization for a condition conducive to outpatient care is considered a measure of access to appropriate primary care. While not all admissions for these conditions are preventable, it is assumed that appropriate ambulatory care could prevent the onset of this type of disease or condition, help control an acute care episodic disease or condition, or help manage a chronic condition or disease.

🕒 Precision
There are 7 favourable conditions: COPD, Angina, Asthma, Diabetes, Hypertension, Cardiac ins., Epilepsy

Σ Formula
Total number of cases over 12 months / Area population

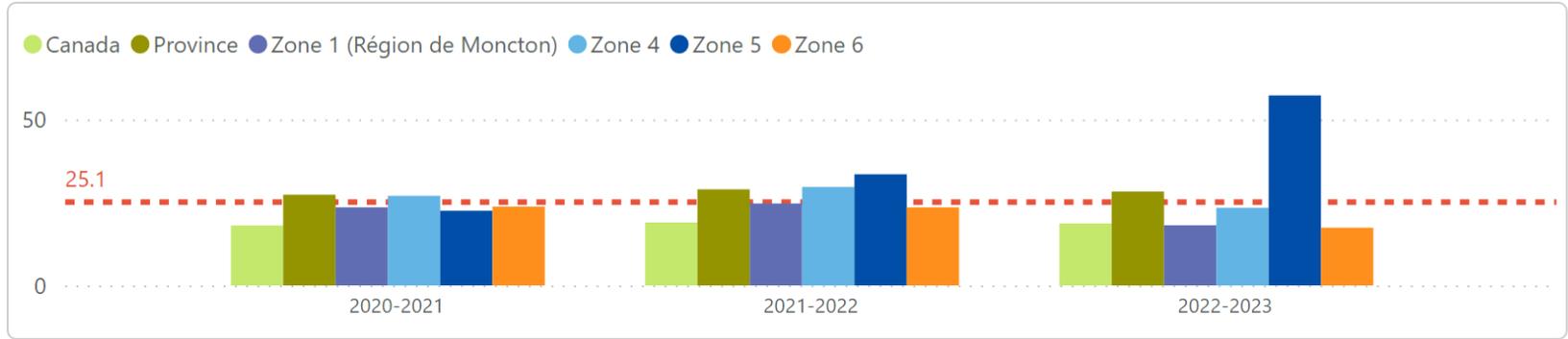
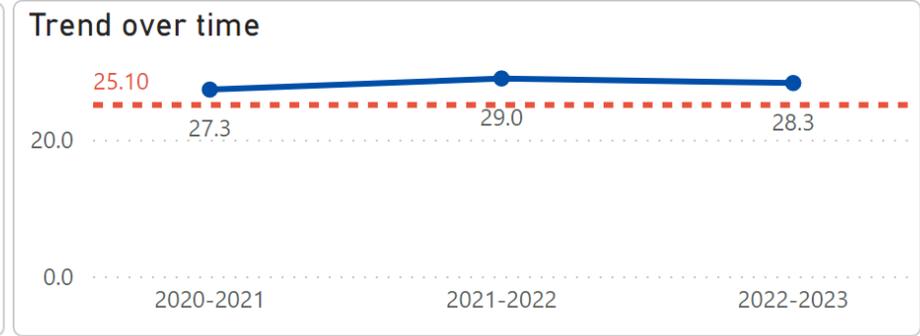
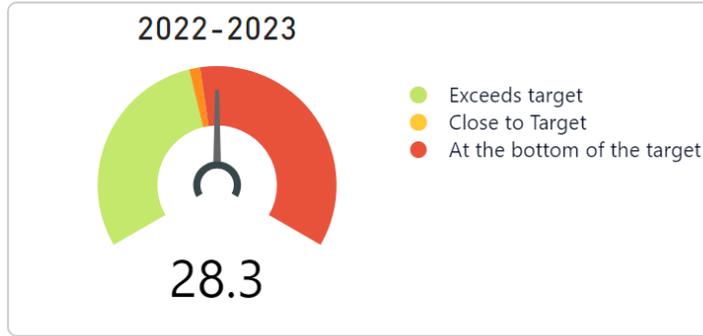
👤 Leadership
Jacques Duclos

🗄️ Data source
CIHI

📏 Unit of measurement
Crude rate per 10,000 inhabitants

↕️ Direction
Reduction sought

🎯 Target
25.1 based on the Canadian average



Année Zone	2020-2021				2021-2022				2022-2023
	T1	T2	T3	T4	T1	T2	T3	T4	T1
Canada	17.0	18.4	18.8	18.0	18.5	19.3	20.7	17.4	18.7
Province	27.3	25.8	28.1	28.1	29.6	27.5	29.9	28.9	28.3
Zone 1 (Région de Moncton)	21.9	20.1	26.0	26.2	24.7	22.5	27.1	24.5	18.1
Zone 4	33.9	22.5	30.4	21.3	31.0	22.7	32.8	32.2	23.4
Zone 5	22.4	23.2	22.9	21.6	31.7	32.0	33.3	37.0	57.3
Zone 6	20.7	25.4	23.0	25.9	27.1	22.3	23.8	20.8	17.4

1.0 Health Outcomes

1.2 Percentage of hip and knee surgeries completed on time

English

Français

2022-11-29

i This indicator helps assess access by Network clients

Precision

null

Formula

Number of hip and knee surgeries completed on time / Total number of hip and knee surgeries completed on time) X 100

Leadership

Dre.Natalie Banville

Data source

Provincial patient registry

Unit of measurement

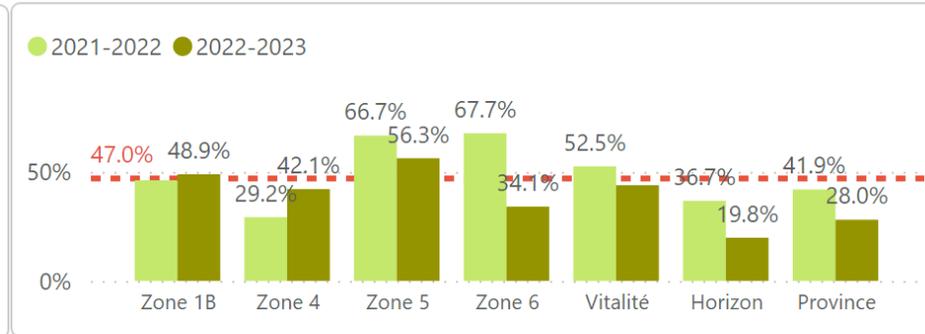
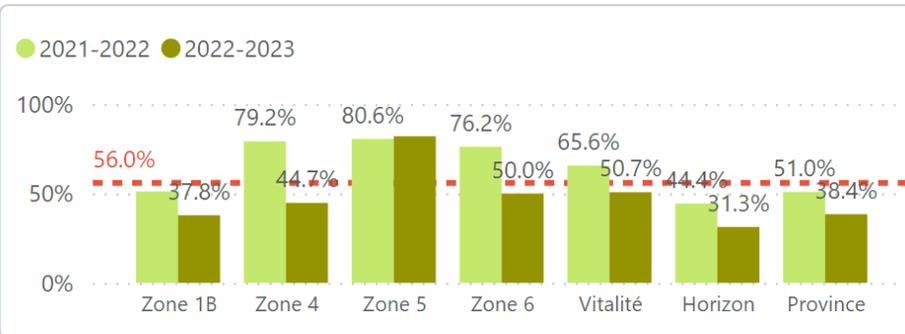
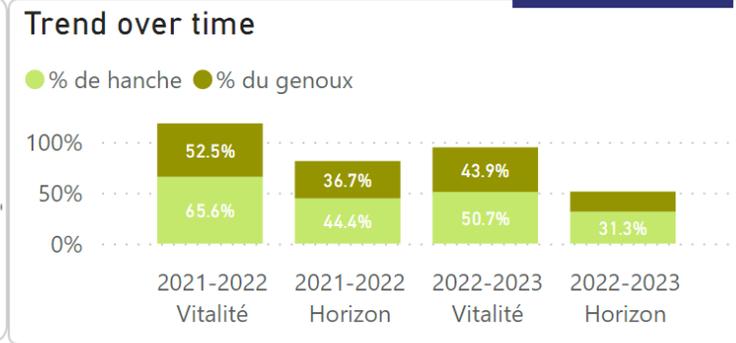
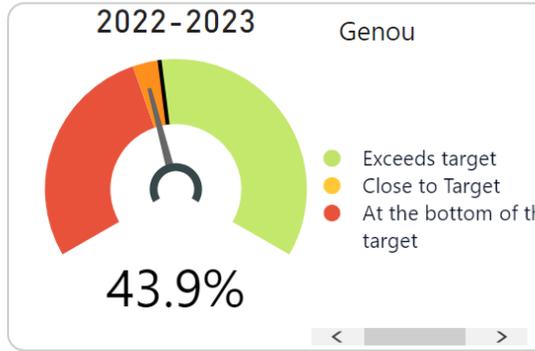
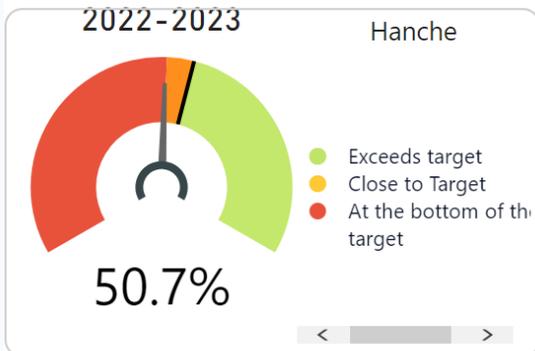
Percentage

Direction

Increase sought

Target

According to the Canadian average: 56% for hips 47% for knees



% de chirurgie de la hanche complétées dans les délais

Année	2021-2022			2022-2023	
	T2	T3	T4	T1	T2
Zone 1B	54.2%	62.2%	34.5%	41.2%	30.4%
Zone 4	90.9%	80.0%	62.5%	26.7%	56.5%
Zone 5	87.5%	66.7%	84.2%	73.9%	93.8%
Zone 6	83.3%	55.6%	77.8%	58.6%	40.7%
Vitalité	74.6%	63.3%	58.5%	50.0%	51.7%
Horizon	50.6%	38.0%	42.6%	31.6%	30.9%
Province	57.2%	45.7%	48.3%	38.6%	38.2%

% de chirurgie du genou de complétées dans les délais

Année	2021-2022			2022-2023	
	T2	T3	T4	T1	T2
Zone 1B	57.5%	41.7%	35.7%	42.4%	64.3%
Zone 4	33.3%	28.6%	23.8%	37.2%	48.5%
Zone 5	66.7%	83.3%	58.3%	48.7%	68.0%
Zone 6	76.0%	71.4%	38.9%	31.3%	37.2%
Vitalité	60.0%	54.4%	39.6%	39.3%	50.4%
Horizon	40.6%	41.6%	24.6%	20.8%	18.6%
Province	47.4%	45.3%	29.8%	27.5%	28.7%

1.3 Percentage of hip and knee surgeries waiting for more than one year



For surgeries waiting, wait times are calculated for surgeries waiting as of the last date in each quarter from the date that the patient and physician agree to the surgery and the patient is ready to receive it to the last date of each quarter. Wait time is calculated using data collected through the Surgical Access Registry. These statistics do not include emergency surgeries. Timeframes during which the patient was not available to have surgery are excluded from the wait time calculations.



Precision

null



Formula

Number of surgeries waiting more than 12 months for hips and genubes / Total surgeries waiting for hips and knees



Leadership

Dre.Natalie Banville



Data source

Provincial patient registry



Unit of measurement

Percentage



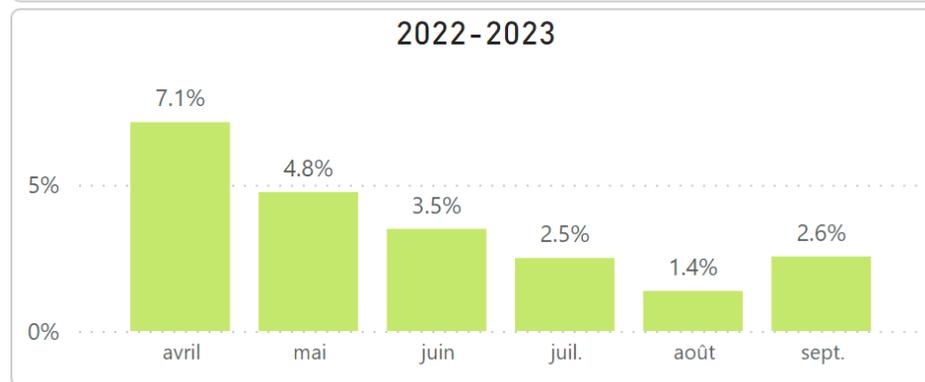
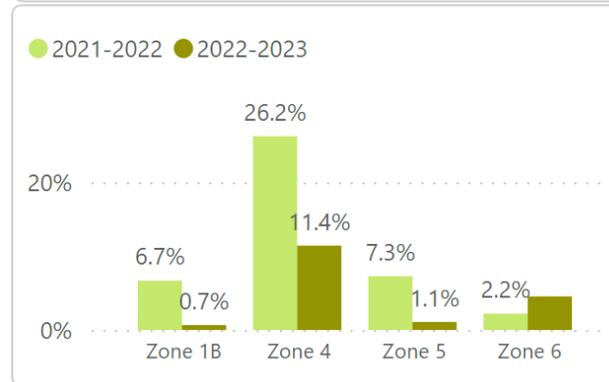
Direction

Reduction sought



Target

0 %



Année	2021-2022			2022-2023	
	T2	T3	T4	T1	T2
Zone 1B	11.4%	6.1%	2.7%	0.8%	0.6%
Zone 4	12.4%	33.6%	31.1%	19.2%	3.6%
Zone 5	10.5%	6.5%	5.5%	1.4%	0.8%
Zone 6	2.1%	2.0%	2.4%	4.7%	4.4%
Vitalité	9.0%	9.1%	7.3%	5.1%	2.2%
Horizon	25.2%	30.1%	31.7%	37.9%	43.2%
Province	21.1%	24.3%	25.5%	29.9%	32.7%

2.0 Patient and family experience

	Benchmark	Target	Result	Trend
2.1 Percentage of level 4 and 5 visits to emergency	31.0%	31.0%	58.9%	○
2.2 Repeated hospitalizations for mental illness	7.8%	7.8%	7.1%	+
2.3 Percentage of ALC patients in acute care	16.7%	28.4%	30.0%	○
2.4 Percentage of patients who visit the emergency who have a primary health care provider	92.0%	92.0%	76.0%	○
2.5 Measure of access to primary health care (in développement)	TBD	TBD	TBD	TBD

2.0 Patient Experience

2.1 Percentage of level 4 and 5 visits to Emergency

English

Français

2022-12-12

i This indicator reflects the percentage of level 4 and 5 visits to Emergency. When visiting Emergency, the acuity of the visit will be coded based on the Canadian Triage and Acuity Scale. Level 4 and 5 visits to Emergency are considered less urgent.

Σ Formula
(Total number of visits coded 4 and 5 / Total number of visits to Emergency) X 100

Person Leadership
Jacques Duclos et Dre.Natalie Banville

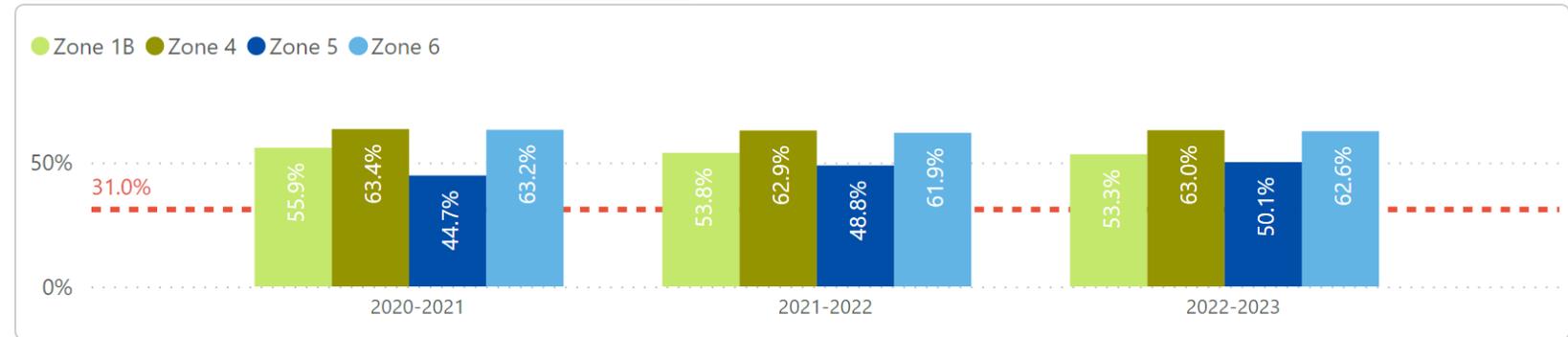
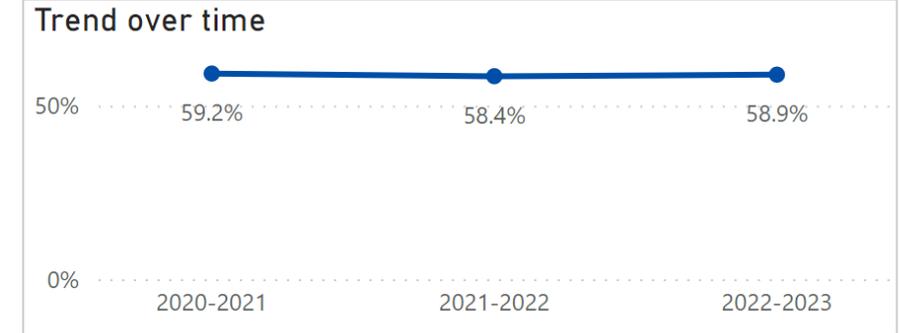
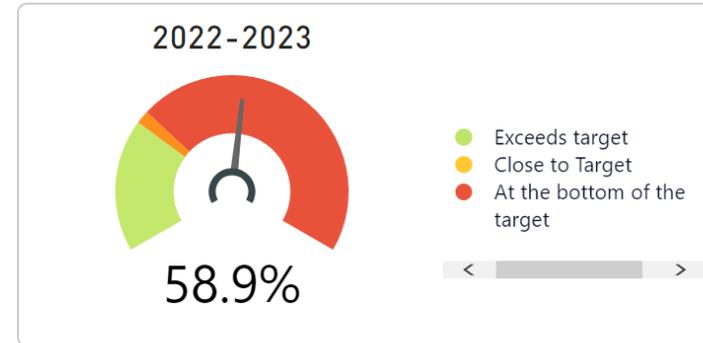
Database Data source
SIG

Gauge Limite
None

Ruler Unit of measurement
Percentage

Up/Down Direction
Reduction sought

Target Target
31% according to the NACRS average



Année	2020-2021				2021-2022				2022-2023	
	T1	T2	T3	T4	T1	T2	T3	T4	T1	T2
Zone 1B	56.2%	59.0%	53.6%	54.2%	54.2%	54.5%	53.5%	52.9%	53.5%	53.1%
Zone 4	62.3%	65.5%	62.8%	62.7%	63.9%	64.2%	62.4%	60.6%	62.7%	63.3%
Zone 5	44.5%	46.6%	43.4%	43.9%	47.4%	50.8%	48.5%	48.2%	50.6%	49.6%
Zone 6	62.7%	64.7%	63.8%	61.2%	62.0%	63.4%	61.1%	60.8%	63.2%	61.9%
Vitalité	59.0%	61.4%	58.5%	57.6%	58.6%	59.7%	58.1%	57.1%	59.0%	58.7%

i This indicator measures the percentage of patients who have had repeated hospitalizations due to mental illness. Frequent hospitalizations may indicate difficulties in obtaining care, medication and adequate support in the community. Restigouche Hospital is not included in the calculation of this indicator. It therefore has no influence on the results of Zone 5.

Σ Formula
of people with 3+ episodes of mental health care /# of people with 1 episode of mental health care

Person icon Leadership
Jacques Duclos

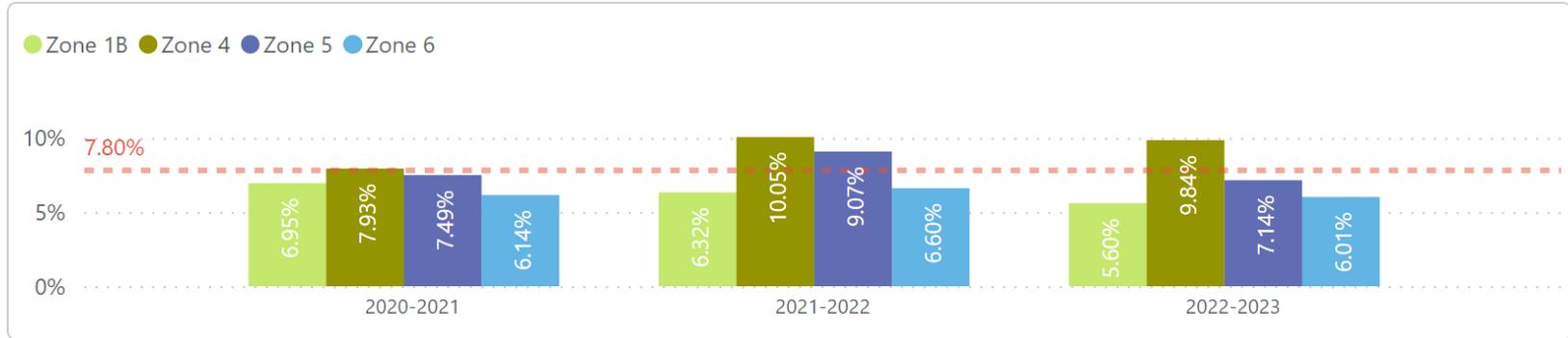
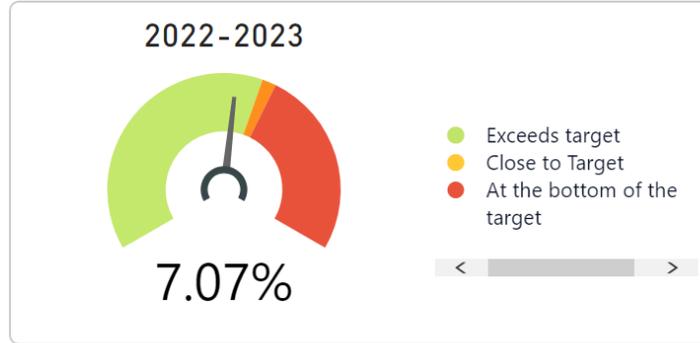
Database icon Data source
CIHI Portal

Gauge icon Limite
None

Ruler icon Unit of measurement
Percentage

Upward arrows icon Direction
Reduction sought

Target icon Target
7.8 % based on Vitalite last year



Année	2020-2021				2021-2022				2022-2023
	T1	T2	T3	T4	T1	T2	T3	T4	T1
Zone 1B	7.49%	6.78%	7.43%	6.13%	7.81%	6.84%	5.20%	5.56%	5.60%
Zone 4	7.60%	8.74%	6.75%	8.66%	8.98%	9.58%	11.03%	10.72%	9.84%
Zone 5	4.29%	7.50%	7.94%	10.58%	9.43%	8.84%	9.42%	8.54%	7.14%
Zone 6	6.82%	5.57%	5.43%	6.77%	6.53%	6.44%	6.26%	7.20%	6.01%
Vitalité	6.84%	7.03%	6.65%	7.67%	7.94%	7.75%	7.67%	7.82%	7.07%

2.0 Patient Experience

2.3 % of patients Alternative Care Level (ANC) in acute care beds



This indicator reflects the percentage of patients in alternative levels of care in acute care beds. The vast majority of NSA days are associated with the elderly.



Formula
Number of NSA days / Total days over the same period



Leadership
Sharon Smyth-Okana et Dre.Natalie Banville



Data source
3M



Limite
None



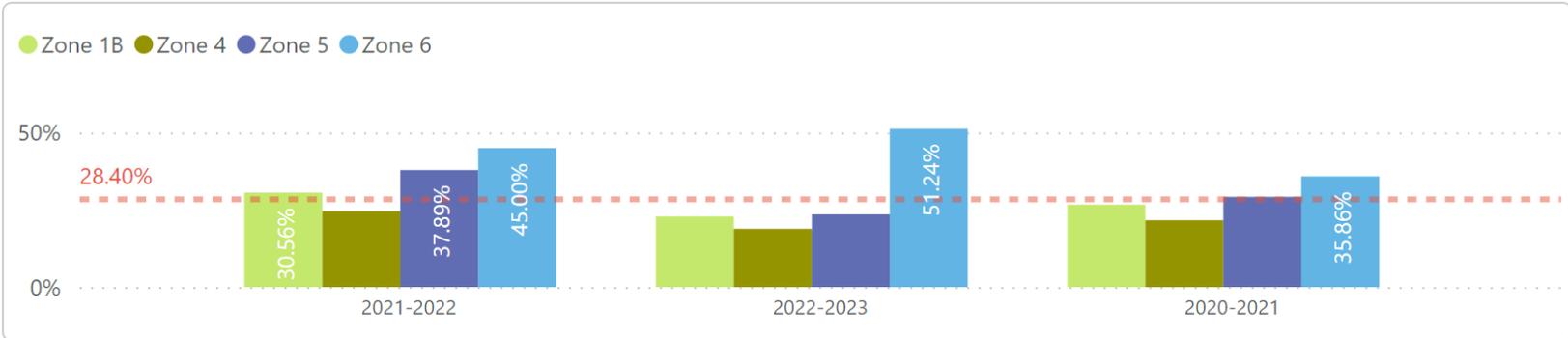
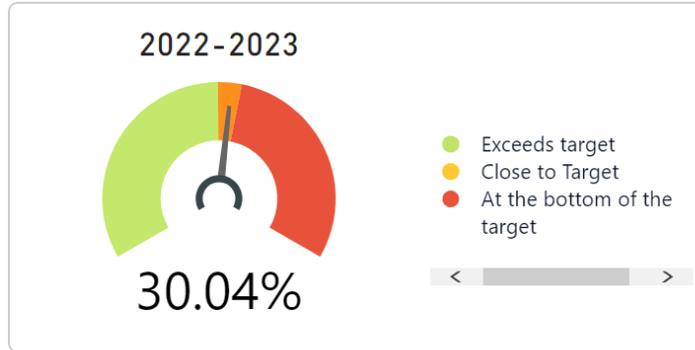
Unit of measurement
Percentage



Direction
Reduction sought



Target
28.4% depending on the result during pandemic



Année	2020-2021				2021-2022				2022-2023
	T1	T2	T3	T4	T1	T2	T3	T4	T1
Zone 1B	27.69%	20.78%	32.02%	24.73%	25.28%	33.22%	37.92%	26.57%	22.83%
Zone 4	11.51%	17.62%	21.80%	31.76%	22.02%	25.19%	19.08%	30.74%	18.85%
Zone 5	16.22%	43.81%	25.11%	33.06%	39.76%	35.62%	40.91%	33.82%	23.53%
Zone 6	37.63%	21.59%	37.12%	43.77%	40.67%	41.69%	50.59%	46.25%	51.24%
Vitalité	25.49%	24.19%	30.52%	32.32%	31.15%	34.20%	38.85%	33.26%	30.04%

2.0 Patient Experience

2.4 % of patients visiting the emergency department with a primary health care provider

i This indicator refers to the percentage of patients who present to the emergency department and report having a family doctor. Access to a regular health care provider plays an important role in the detection, prevention and early treatment of health problems.

Σ **Formula**
Number of patients who report having a family doctor when visiting the emergency department/Number of emergency department visits

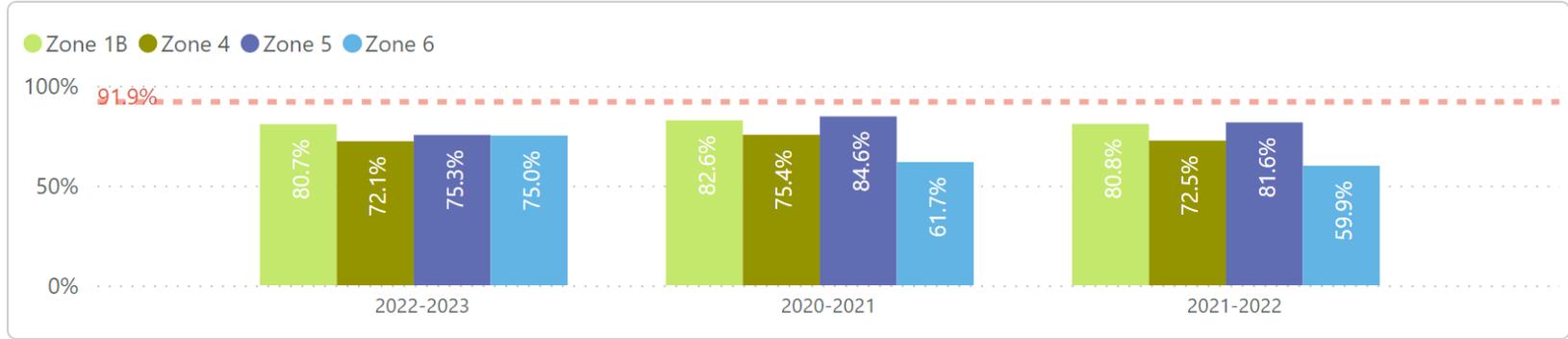
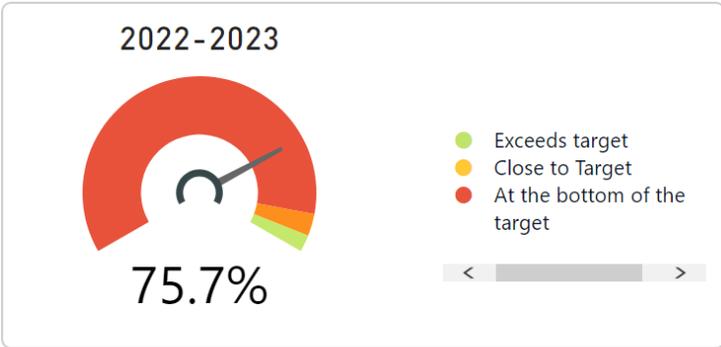
Person icon **Leadership**
Jacques Duclos et Dre. Natalie Banville

Database icon **Data source**
Ipeople

Ruler icon **Unit of measurement**
Percentage

Upward arrows icon **Direction**
Increase sought

Target icon **Target**
91.9% according to CIHI for NB (2017 to 2018)



Année	2020-2021				2021-2022				2022-2023		
	T1	T2	T3	T4	T1	T2	T3	T4	T1	T2	T3
Zone 1B	83.6%	81.7%	83.0%	82.5%	82.4%	80.1%	80.2%	80.5%	82.2%	79.7%	79.0%
Zone 4	78.6%	77.7%	73.0%	72.0%	73.4%	72.9%	71.9%	71.5%	72.8%	71.7%	71.2%
Zone 5	89.6%	84.1%	83.2%	83.0%	83.0%	81.3%	81.5%	80.4%	77.5%	73.3%	74.5%
Zone 6	60.7%	62.4%	62.2%	61.3%	60.7%	59.8%	60.6%	58.1%	66.6%	80.1%	84.5%
Vitalité	75.6%	74.8%	73.7%	73.1%	73.1%	71.8%	71.7%	71.1%	74.0%	76.8%	78.0%

3.0 Employee experience

	Benchmark	Target	Result	Trend
3.1 Turnover rate	10.0%	10.0%	5.5%	+
3.2 Average number of paid sick days per employee	10	10	15	-
3.3 Work accident rate with loss of time	4.7	4.1	3.8	+

3.0 Employee Experience

3.1 Turnover rate (total)

English

Français

2022-12-05

i Percentage representing the number of employees leaving the organization during the reporting period relative to the total number of employees in the organization at the end of the reporting period.

Σ Formula
Number of separations during the reference period/Total number of employees at the end of the reference period

Person Leadership
Frédéric Finn

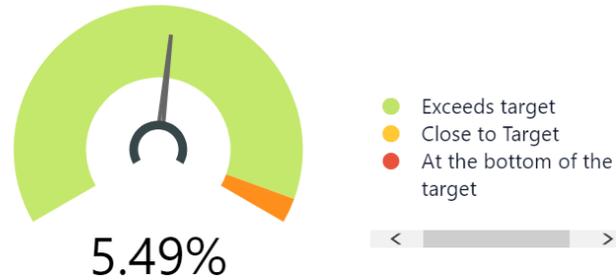
Database Data source
Meditech

Gauge Limite
None

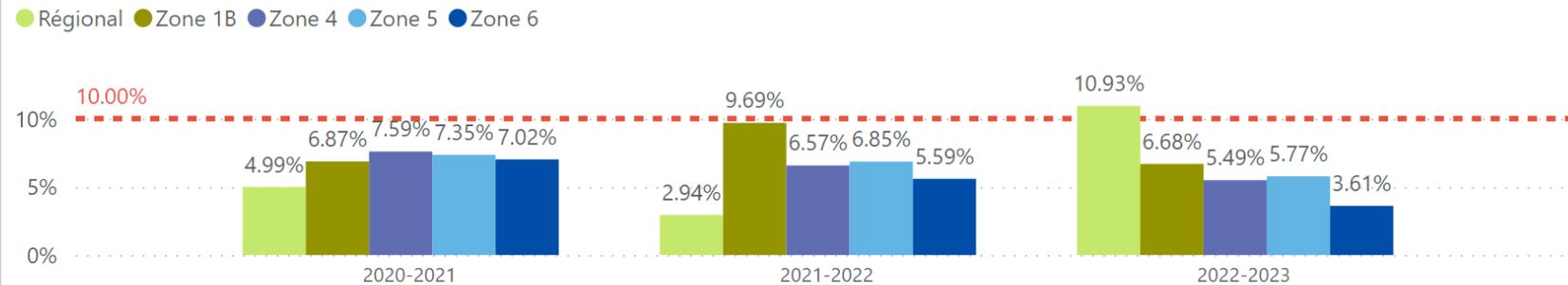
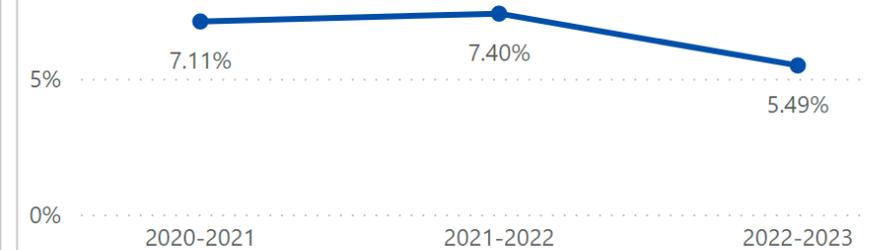
Ruler Unit of measurement
Rate

Upward arrows Direction
Reduction sought

Target Target
10.0% according to industry benchmark



Trend over time



Année	2020-2021				2021-2022				2022-2023	
	T1	T2	T3	T4	T1	T2	T3	T4	T1	T2
Régional	6.35%		13.95%			5.85%	5.71%		16.74%	5.36%
Zone 1B	5.13%	6.74%	8.70%	6.87%	7.42%	13.93%	8.51%	8.90%	9.65%	3.77%
Zone 4	7.51%	10.87%	5.61%	6.35%	5.68%	9.93%	6.64%	4.00%	8.38%	2.64%
Zone 5	6.05%	6.07%	10.69%	6.57%	7.30%	7.98%	7.69%	4.41%	8.19%	3.35%
Zone 6	5.06%	8.05%	8.60%	6.35%	4.20%	8.09%	5.75%	4.33%	4.53%	2.70%
Vitalité	5.75%	7.71%	8.48%	6.51%	6.12%	10.44%	7.22%	5.82%	7.81%	3.20%

3.0 Employee Experience

3.2 Average paid sick days per employee

English

Français

2022-12-05

i This indicator reflects the average paid sick days per Vitalité Health Network employee. Absenteeism can be caused by problems with physical health, psychological health, the work environment and family situations.

Σ Formula
Number of sick hours/Average number of permanent employees

👤 Leadership
Frédéric Finn

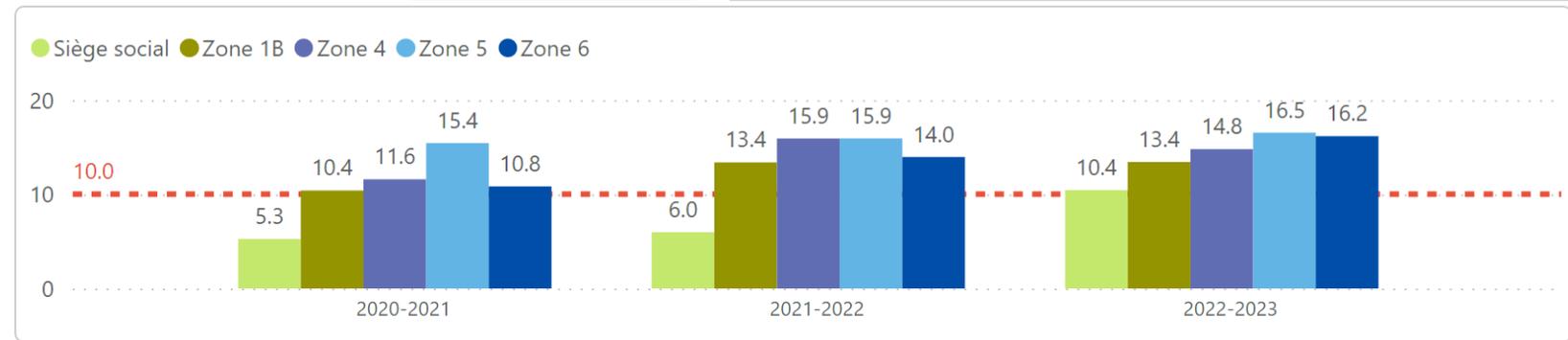
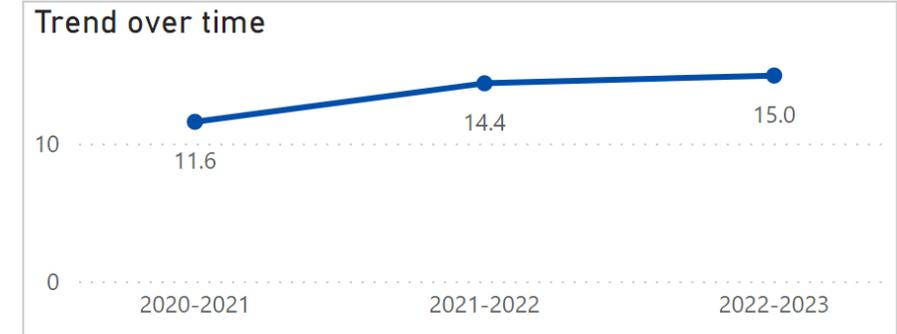
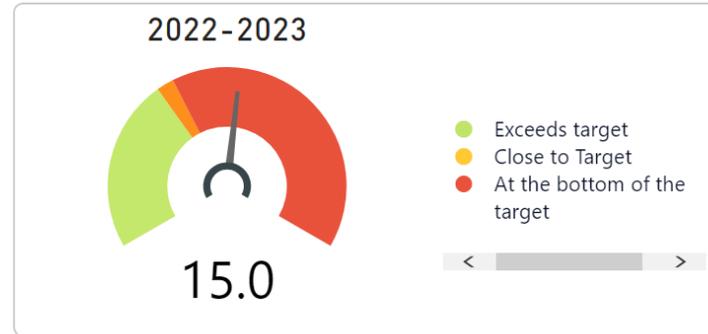
🗄️ Data source
Meditech

🕒 Limite
None

📏 Unit of measurement
Days

↕️ Direction
Reduction sought

🎯 Target
10 days according to the Canada Labour Code



Année	2020-2021				2021-2022				2022-2023	
	T1	T2	T3	T4	T1	T2	T3	T4	T1	T2
Siège social	3.0	4.2	8.1	6.0	9.3	2.6	6.5	5.7	9.4	11.4
Zone 1B	8.8	10.9	11.1	10.7	14.7	11.7	13.3	13.9	14.6	12.3
Zone 4	9.6	13.3	13.1	10.4	17.0	14.0	16.7	15.9	15.2	14.4
Zone 5	13.7	17.6	16.0	14.4	17.7	14.8	15.3	16.0	17.0	16.1
Zone 6	9.5	10.4	12.3	11.1	16.4	11.2	14.2	14.0	16.9	15.4
Vitalité	10.0	12.4	12.7	11.4	16.1	12.4	14.5	14.6	15.7	14.2

3.0 Employee Experience

3.3 Occupational injury rate

English

Français

2022-12-05

i This indicator reflects the frequency of lost-time accidents. This indicator includes any accident in which an employee is absent during the shift following the accident.

Σ Formula
(Number of accidents at work avec loss of time *200,000 hours)/Number of hours worked

Person Leadership
Frédéric Finn

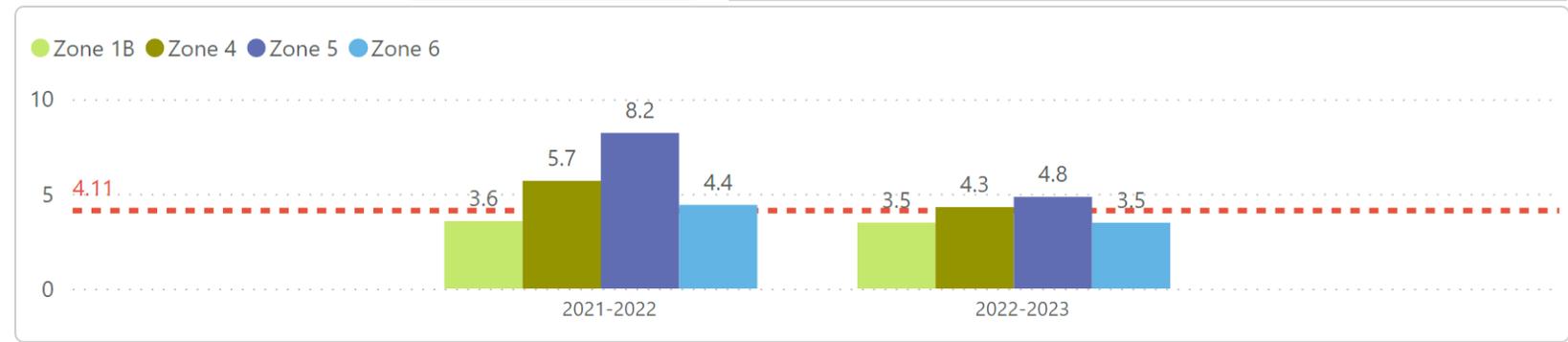
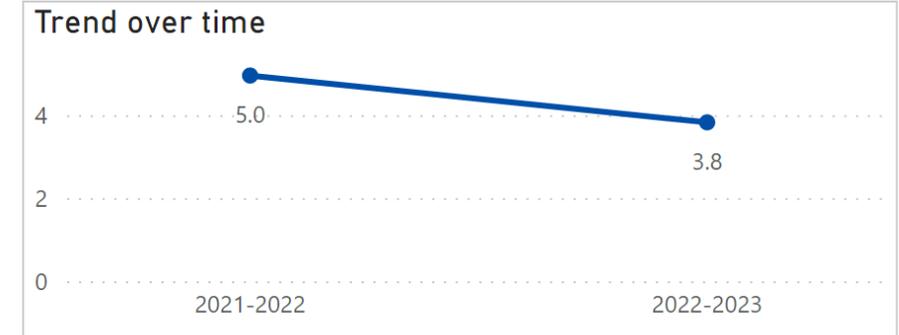
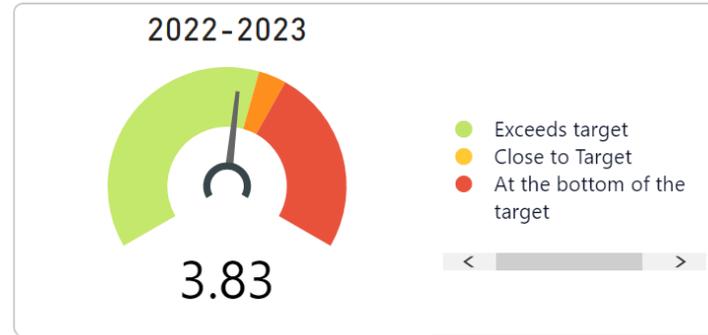
Database Data source
Pacmed and Meditech

Gauge Limite
None

Ruler Unit of measurement
Rate

Upward arrows Direction
Reduction sought

Target icon Target
4.11 determined by the leadership team



Année	2021-2022				2022-2023	
	T1	T2	T3	T4	T1	T2
Zone 1B	2.21	3.32	3.33	5.46	4.47	2.45
Zone 4	3.75	7.78	4.16	7.21	3.97	4.65
Zone 5	5.43	6.83	11.22	9.55	5.63	3.99
Zone 6	3.49	2.77	5.17	6.20	1.76	5.28
Vitalité	3.39	4.56	5.32	6.64	3.77	3.89

4.0 Organizational excellence

	Benchmark	Target	Result	Trend
4.1 Actual vs CIHI expected length of stay ratio	0.96	0.96	1.03	○
4.2 Percentage of surgeries waiting > 365 days	0%	4.1%	7.4%	—
4.3 Overall rate of hospital readmission	9.4	8.5	7.7	+
4.4 Improvement rate	TBD	TBD	TBD	TBD
4.5 Difference between actual expenses and operating budget	Not available	+/- 1%	0.7 %	○

i This indicator represents the effectiveness of the length of stay in our hospitals for typical cases. It represents the difference between the length of stay in acute care and CIHI's expected length of stay. Typical cases exclude deaths, transfers between acute care facilities, discharges against physician advice, and extended stays (beyond the demarcation point). ALC days are also excluded from the calculation for this indicator.

Σ **Formula**
 Number of typical hospitalization days / the number of days of hospitalization planned by CIHI

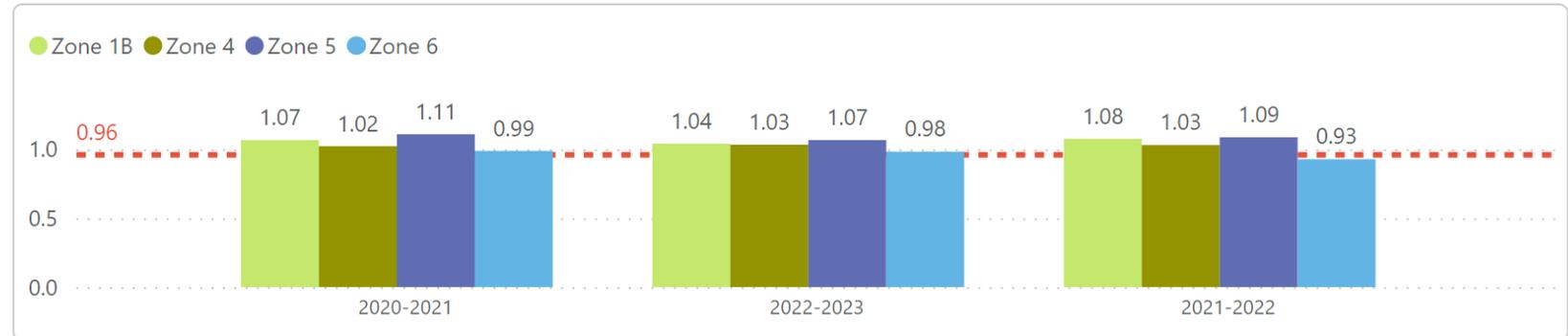
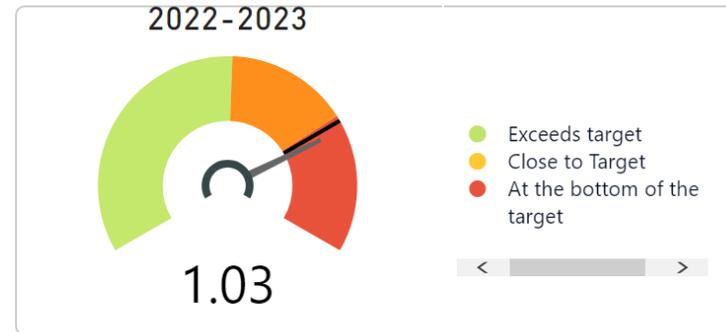
Person icon **Leadership**
 Sharon Smyth-Okana et Dre.Natalie Banville

Speedometer icon **Limite**
 None

Ruler icon **Unit of measurement**
 Ratio

Upward arrows icon **Direction**
 Reduction sought

Target icon **Target**
 0.96 according to Canadian average



Année	2020-2021				2021-2022				2022-2023
	T1	T2	T3	T4	T1	T2	T3	T4	T1
Zone 1B	1.08	1.09	1.04	1.06	1.11	1.08	1.05	1.05	1.04
Zone 4	0.99	1.09	1.00	1.00	0.99	1.02	1.03	1.08	1.03
Zone 5	1.22	1.09	1.07	1.09	1.11	1.17	1.03	1.01	1.07
Zone 6	1.05	0.99	1.01	0.91	0.93	0.98	0.89	0.91	0.98
Vitalité	1.06	1.06	1.02	1.01	1.03	1.05	1.00	1.02	1.03

i For surgeries waiting, wait times are calculated for surgeries waiting as of the last date in each quarter from the date that the patient and physician agree to the surgery and the patient is ready to receive it to the last date of each quarter. Wait time is calculated using data collected through the Surgical Access Registry. These statistics do not include emergency surgeries. Timeframes during which the patient was not available to have surgery are excluded from the wait time calculations.

Σ Formula
Number of surgeries waiting more than 12 months / Total surgeries waiting

u Leadership
Dre.Natalie Banville

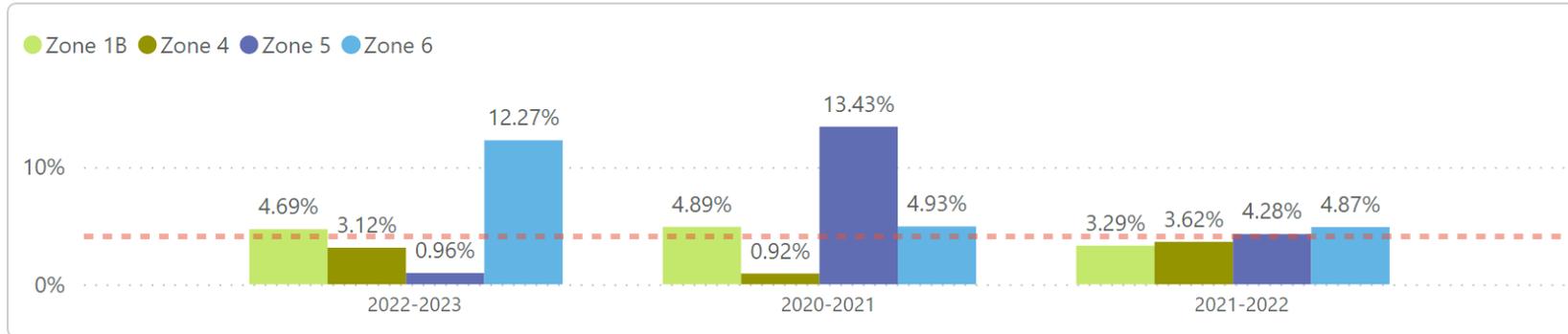
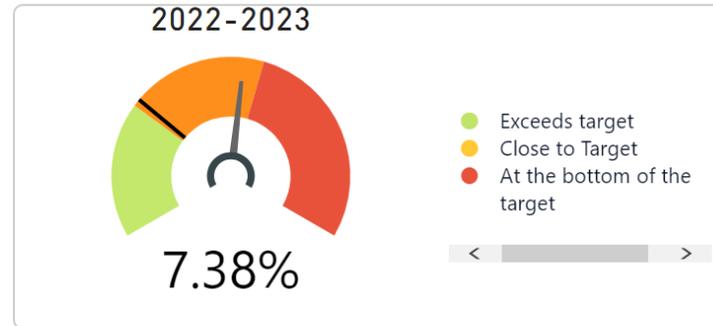
db Data source
Provincial patient registry

g Limite
None

ruler Unit of measurement
Percentage

up-down Direction
Reduction sought

target Target
4.08% based on previous year



Année	2020-2021				2021-2022				2022-2023	
	T1	T2	T3	T4	T1	T2	T3	T4	T1	T2
Zone 1B	3.29%	4.38%	6.01%	5.92%	2.98%	3.17%	3.07%	3.80%	4.34%	5.02%
Zone 4	0.43%	0.17%	0.18%	2.61%	3.17%	2.07%	3.88%	5.03%	4.39%	1.85%
Zone 5	9.35%	11.91%	17.48%	17.05%	7.99%	4.26%	2.86%	2.27%	1.02%	0.91%
Zone 6	3.10%	4.35%	5.54%	6.53%	3.19%	3.20%	5.17%	7.08%	11.66%	12.84%
Vitalité	3.81%	4.86%	6.25%	6.76%	3.55%	3.08%	4.10%	5.24%	7.28%	7.52%
Horizon	14.60%	15.08%	15.30%	14.90%	11.75%	11.67%	12.63%	13.03%	14.54%	15.14%
Province	12.25%	12.78%	13.19%	12.90%	9.62%	9.42%	10.20%	10.94%	12.57%	13.25%

i This indicator measures the risk-adjusted rate of urgent readmissions within 30 days of discharge for episodes of care for the following patient groups: obstetric, pediatric, surgical and medical.

Σ Formula
Observed number of readmissions for each facility / Expected number of readmissions for the facility * Canadian average readmission rate

Person icon Leadership
Sharon Smyth-Okana et Dre.Natalie Banville

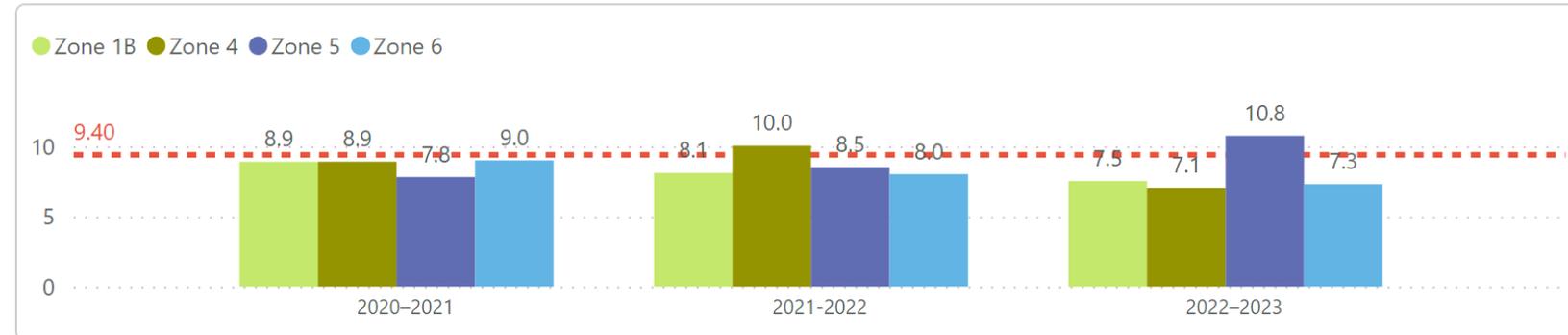
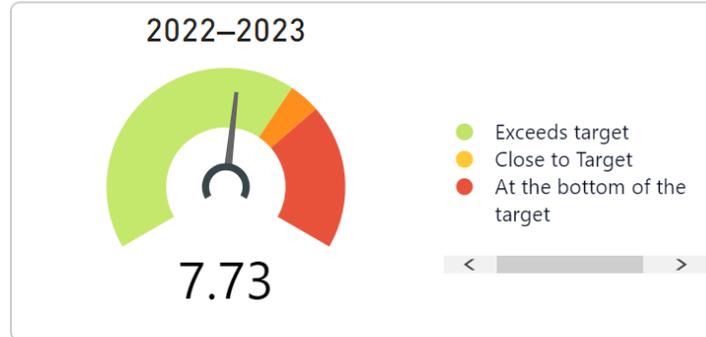
Database icon Data source
CIHI

Gauge icon Limite
None

Ruler icon Unit of measurement
Rate

Upward arrows icon Direction
Reduction sought

Target icon Target
9.4 Canada result 2020-2021



Année	2020-2021				2021-2022				2022-2023
	T1	T2	T3	T4	T1	T2	T3	T4	T1
Zone 1B	8.40	8.84	9.39	8.92	9.17	7.83	7.30	8.05	7.53
Zone 4	10.05	9.13	7.83	8.77	10.06	10.30	10.30	9.17	7.05
Zone 5	7.62	7.39	7.50	8.99	9.48	10.59	6.01	6.68	10.77
Zone 6	9.52	9.91	8.76	7.30	8.61	7.60	8.26	7.32	7.31
Vitalité	9.03	9.05	8.66	8.46	9.23	8.70	8.17	7.97	7.73
Horizon	9.98	9.65	9.20	8.14	9.29	8.63	8.73	7.93	6.55
Province	9.69	9.46	9.03	8.24	9.27	8.65	8.55	7.94	6.94
Canada	10.04	9.59	9.06	8.42	9.87	9.54	9.36	9.18	7.53



Precision
Excludes pandemic and Medicare

Formula
Budgeted Spending-Actual Spending

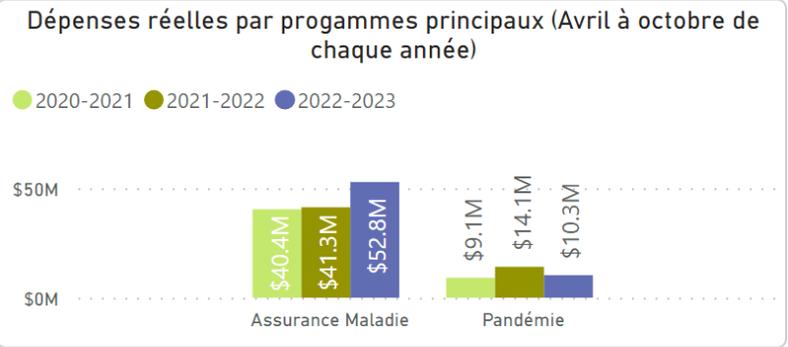
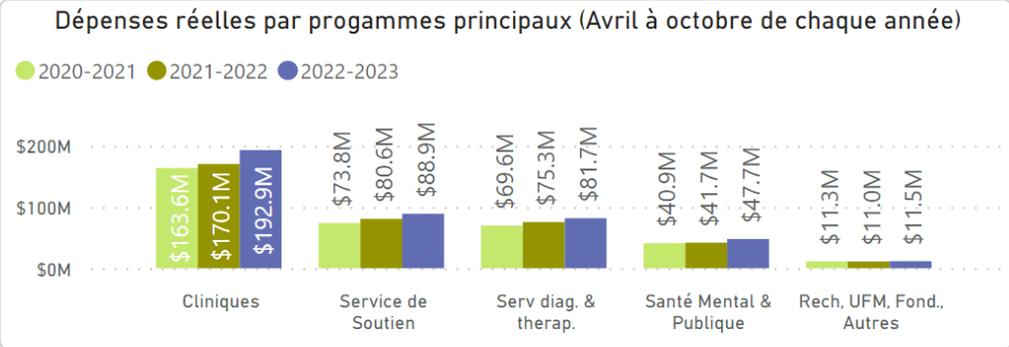
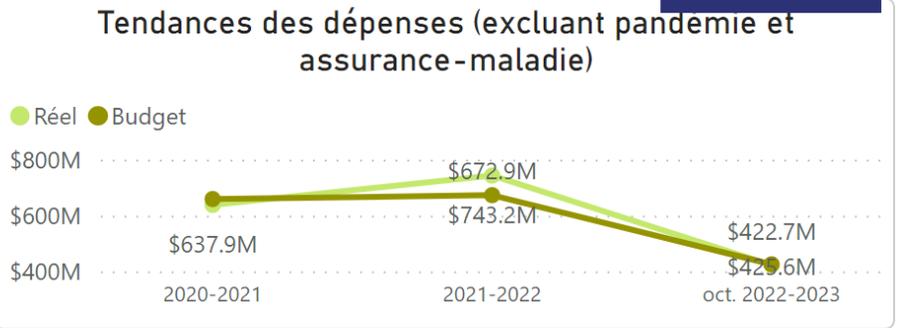
Leadership
Stephane Legacy

Data source
Méditech

Unit of measurement
Dollars

Direction
Reduction sought

Target
None at this time



Dépenses réelles par programmes principaux

Année	2020-2021	2021-2022	2022-2023
Programme	Avril à oct.	Avril à oct.	Avril à oct.
Cliniques	\$163.6M	\$170.1M	\$192.9M
Rech, UFM, Fond., Autres	\$11.3M	\$11.0M	\$11.5M
Santé Mental & Publique	\$40.9M	\$41.7M	\$47.7M
Serv diag. & therap.	\$69.6M	\$75.3M	\$81.7M
Service de Soutien	\$73.8M	\$80.6M	\$88.9M
Total	\$359.1M	\$378.7M	\$422.7M

Année	2020-2021	2021-2022	2022-2023
Programme	Avril à oct.	Avril à oct.	Avril à oct.
Assurance Maladie	\$40.4M	\$41.3M	\$52.8M
Pandémie	\$9.1M	\$14.1M	\$10.3M
Total	\$49.5M	\$55.4M	\$63.1M