Vitalité Health Network

Performance report (December 2023)



2023-12-18

1.0 Health Outcom	ies				
1.1 Hospitalization rate for	Benchmark	Target	Results	Quaterly trend	Annual trend
1.1 Hospitalization rate for ambulatory care sensitive conditions (hospitalization per 100,000 people)	275	275	278	0	0
1.2 Percentage of hip and knee surgeries performed	85.0 %	85.0 %	58.5 %	+	+
within 182 days	75.0 %	75.0 %	57.1 %	+	+

nnual rend	_
0	
+	
+	

2.1 Percentage of level 4 and 5	Benchmark	Target	Results	Quaterly trend	Annual trend
patients with a primary health care provider visiting the emergency department	30.2 %	30.2 %	57.0 %	_	0
2.2 Rate of repeat hospital stays due to mental illness	13.2 %	13.2 %	12.4%	NA	+
2.3 Percentage of alternate level of care patients hospitalized in acute care beds	20.3 %	20.3 %	32.2 %	+	0

3.0 Employee Expe	rience				
	Benchmark	Target	Results	Quaterly trend	Annual trend
3.1 Turnover rate	5.0 %	5.0 %	10.1 %		
3.2 Average number of paid sick days per employee	12.8	12.8	11.7	+	+
3.3 Work accident rate with lost time	3.5	3.5	0.9	+	+
3.4 Vacant positions (permanent positions)	7.1 %	7.1 %	9.7 %	0	_

	Benchmark	Target	Results	Quaterly trend	Annual trend
4.1 Actual versus CIHI expected length of stay ratio	1.11	1.11	1.02	0	0
4.2 Percentage of surgeries waiting more than 365 days	0 %	0 %	5.24 %	_	+
4.3 Overall hospital readmission rate	9.0	9.0	6.4	+	+

+/- 1%

Results:



4.4 Variance in actual spending

on operating budget

4.0 Organizational Excellence

NA

-10.6%

1.0 Health Outcomes

1.1 Hospitalization rate for ambulatory care sensitive conditions

Indicator showing hospitalizations for conditions that could have been prevented by better management by primary health care.



English

Français



Hospitalization for ambulatory care sensitive conditions 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, heart failure, epilepsy Excludes those aged 75 and older Excludes deaths

Formula



Total number of cases over 12 months / Area population



Leadership

Dre. Natalie Banville Patrick Parent



Data source

CIHI



Unit of measurement





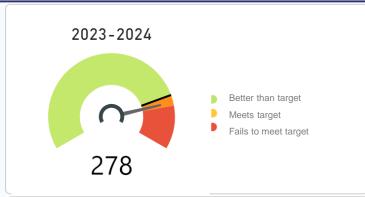
Reduction sought



Target

Direction

275/100,000 (CIHI, Canadian result (2022-2023)







Year		2	2021-2022				2022	2-2023			2023	-2024
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	Total
Zone 1 Moncton region	247	225	271	245	247	236	140	198	216	197	213	213
Zone 4	310	227	328	321	296	234	220	274	310	259	268	268
Zone 5	317	320	334	370	335	580	375	285	384	406	402	402
Zone 6	271	223	238	208	235	191	197	238	197	206	252	252
Province	296	275	299	289	290	308	206	247	288	262	278	278

1.0 Health Outcomes

Percentage of hip and knee surgeries performed within 182 days







This indicator helps assess access to surgical services by Network clients



Precision

None

Formula



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



Leadership

Dre.Natalie Banville



Data source

Surgical Access Registry



Unit of measurement

Percentage



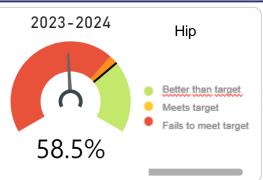
Direction

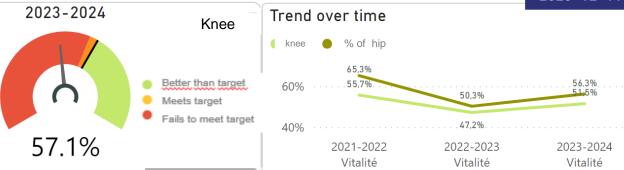
Increase sought



Target

Canadian reference proposed by CIHI (2023): 85% for hips and 75% for knees









		% of	hip surg	eries cor	npleted o	on time				
Year		2	2022-2023	3		2023-2024 T1 T2 Total 50,00% 13,33% 38,78% 57,14% 83,33% 67,39% 76,19% 91,30% 84,09%				
Zone	T1	T2	Т3	T4	Total	T1	T2	Total		
Zone 1B	39,13%	25,00%	34,62%	30,77%	33,33%	50,00%	13,33%	38,78%		
Zone 4	26,67%	54,55%	83,33%	65,38%	57,33%	57,14%	83,33%	67,39%		
Zone 5	72,73%	93,75%	85,00%	76,19%	81,01%	76,19%	91,30%	84,09%		
Zone 6	56,00%	37,50%	38,10%	45,83%	44,68%	40,74%	38,46%	39,62%		
Vitalité	48,15%	50,00%	55,70%	48,78%	50,26%	54,55%	58,54%	56,25%		

Year		:	2022-2023	3		:	2023-2024	24		
Zone	T1	T2	Т3	T4	Total	T1	T2	Total		
Zone 1B	40,00%	64,29%	40,00%	46,15%	45,26%	47,83%	53,85%	50,00%		
Zone 4	38,10%	50,00%	56,00%	57,89%	49,64%	53,19%	67,50%	59,77%		
Zone 5	47,37%	68,00%	72,09%	77,78%	67,50%	73,21%	86,05%	78,79%		
Zone 6	33,33%	31,58%	28,57%	16,00%	26,67%	15,79%	25,49%	20,37%		
Vitalité	39,47%	49,54%	50,78%	50,00%	47,22%	46,99%	57,14%	51,52%		

2.0 Patient Experience

2.1 Percentage of level 4 and 5 visits to the emergency department

English

Francais



483

2021-2022

2023-12-18

269

2023-2024

Indicator that indirectly shows the level of access to primary health care in a given region.





Precision

Patients referred to the community or who leave without seeing the doctor are included in the indicator.



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

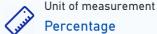


Patrick Parent et Dre. Natalie Banville



Data source

MIS





Direction

Reduction sought



Target

30.2% according to the NACRS average (2022-2023)

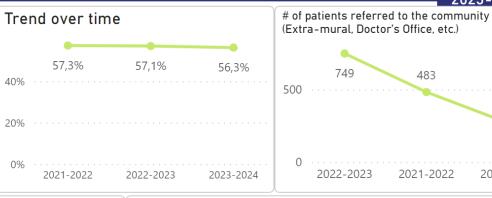


2021-2022 2022-2023 2023-2024

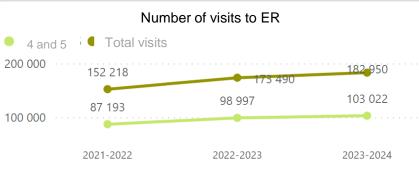
Zone 1B

Zone 4

50%







Year		2	021-202	22			2022-2023						2023-2024			
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	T2	Total			
Zone 1B	54,6%	54,5%	53,5%	53,0%	54,0%	53,5%	53,1%	52,0%	50,9%	52,4%	51,3%	54,0%	52,7%			
Zone 4	60,9%	60,9%	59,3%	57,4%	59,7%	60,2%	61,9%	60,8%	59,7%	60,7%	59,1%	59,3%	59,2%			
Zone 5	47,0%	50,5%	48,3%	47,8%	48,5%	50,2%	49,2%	46,4%	43,6%	47,5%	47,7%	49,2%	48,5%			
Zone 6	61,5%	62,9%	60,6%	60,2%	61,4%	62,6%	61,3%	61,3%	57,0%	60,7%	58,6%	60,1%	59,4%			
Vitalité	57,6%	58,4%	56,8%	55,9%	57,3%	58,0%	58,1%	57,1%	54,9%	57,1%	55,6%	57,0%	56,3%			

Zone 6

Zone 5

2.0 Patient Experience

2.2 Repeat hospital stays for mental health and substance use

Indicator that shows the percentage of patients who have had repeat hospitalizations due to mental illness.







This indicator measures the risk-adjusted percentage of individuals who have had 3 or more episodes of care for mental health and substance use disorders among all those who had at least one episode of care for mental health and substance use disorders in general or psychiatric hospitals in a given year.



Précisions

Responsible discharge diagnoses:

Substance use disorders and addictive disorders. schizophrenia and other psychotic disorders, mood disorders, anxiety disorders, selected personality and behavioural disorders, other disorders. Readmission within the same facility

Formula

Total number of individuals who had at least 3 episodes of care for MHSU disorders [repeat hospitalizations] in a 1year period + Total number of individuals who had at least one episode of care for MHSU disorders in a 1-year period * 100



Leadership

Patrick Parent et Rino Lang



Data source

CIHI

Unit of measurement





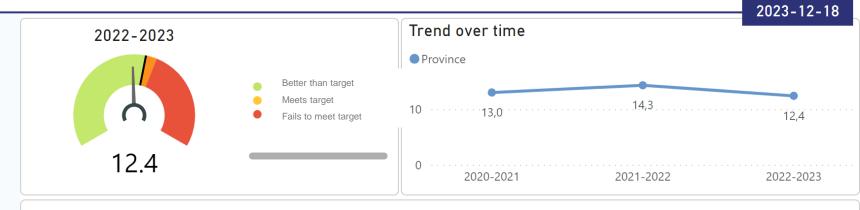
Direction

Reduction sought



Target

13.2% based on the Network's result for the previous year





	Zone	2019-2020	2020-2021	2021-2022	2022-2023
Zone 1	Moncton region	10,4	12,2	11,9	12,2
Zone 4		18,1	17,8	24,1	16,1
Zone 5		17.0	16,0	24,0	15,7
Zone 6		15,8	12,1	16,9	13,4
Province		12,5	13,0	14,3	12,4
Canada		12,6	13,1	13,5	13,2

2.0 Patient Experience

2.3 Percentage of alternate level of care patients hospitalized in acute care beds

Indicator that shows the percentage of acute care beds occupied by patients who would be able to receive care outside the hospital.



English

Français

2023-12-18



This indicator reflects the percentage of alternate level of care patients in acute care beds. The vast majority of ALC days are associated with elderly people.



Precision

Acute care only



Formula

Number of NSA days /Total days over the same period



Sharon Smyth-Okana et Dre.Natalie Banville





None



Percentage

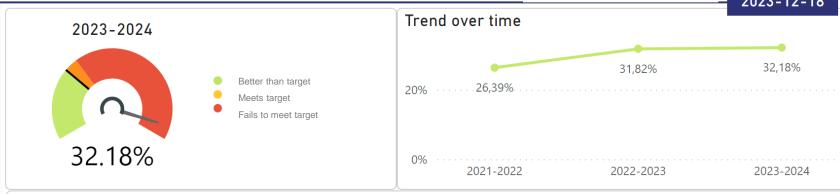


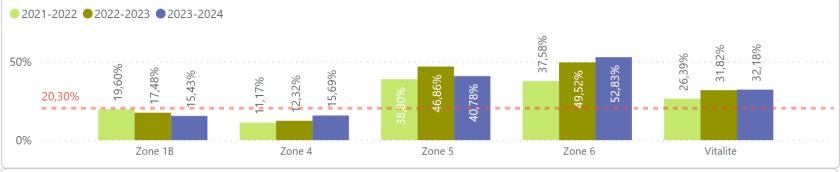
Reduction sought

Target



20.3% Your Health System, CIHI (New Brunswick 2022-2023)





Year		2	2021-202	2		2022-2023						2023-2024		
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T 4	Total	T1	Total		
Zone 1B	17,64%	21,71%	19,91%	19,28%	19,60%	8,28%	18,87%	20,46%	20,89%	17,48%	15,43%	15,43%		
Zone 4	10,07%	7,35%	12,81%	13,77%	11,17%	6,30%	11,47%	13,04%	17,63%	12,32%	15,69%	15,69%		
Zone 5	40,93%	34,63%	43,31%	35,88%	38,80%	31,48%	26,41%	59,49%	52,79%	46,86%	40,78%	40,78%		
Zone 6	34,69%	29,73%	43,00%	41,66%	37,58%	48,24%	44,20%	50,48%	54,39%	49,52%	52,83%	52,83%		
Vitalité	25,50%	23,53%	29,25%	27,09%	26,39%	25,62%	27,07%	35,88%	36,88%	31,82%	32,18%	32,18%		

3.0 Employee Experience

3.1 Turnover rate

Indicator that shows the percentage of employees leaving the organization.



Français





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.



Precision

The turnover rate is annualized. It only takes into account permanent full-time and part-time positions.



Formula

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



Leadership

Frédéric Finn



Data source

Meditech



Unit of measurement





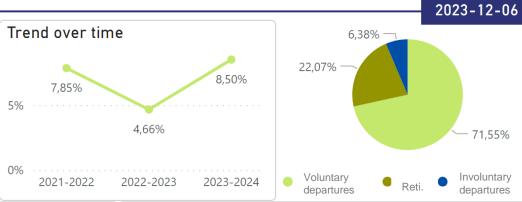
Reduction sought



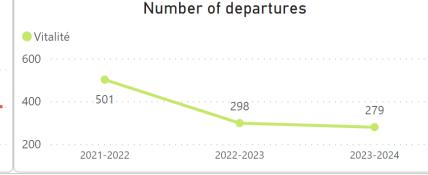
Target

5.0% based on industry benchmark









Year		20	021-2022	2			20	022-202	3			2023-202	4	
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	T2	Total	
Zone 1B	7,45%	13,66%	8,71%	8,91%	9,68%	10,03%	3,91%	5,30%	5,09%	6,07%	7,57%	9,56%	8,57%	
Zone 4	6,60%	9,80%	6,88%	3,95%	6,81%	8,31%	3,27%	1,65%	3,93%	4,28%	6,19%	10,51%	8,38%	
Zone 5	8,48%	8,08%	7,46%	4,27%	7,08%	7,90%	3,24%	4,73%	3,28%	4,79%	9,12%	11,93%	10,53%	
Zone 6	4,96%	12,10%	5,83%	4,01%	6,72%	4,22%	2,43%	3,08%	2,62%	3,08%	5,20%	9,37%	7,30%	
Vitalité	6,78%	11,49%	7,33%	5,77%	7,85%	7,68%	3,25%	3,88%	3,86%	4,66%	6,90%	10,08%	8,50%	

3.0 Employee Experience

3.2 Average number of paid sick days per employee

Indicator that shows absenteeism of Network employees.







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.



Precision

None



Formula

Number of sick hours/Average number of permanent employees



Leadership

Frédéric Finn



Data source

Meditech



Limite None



Unit of measurement



Days

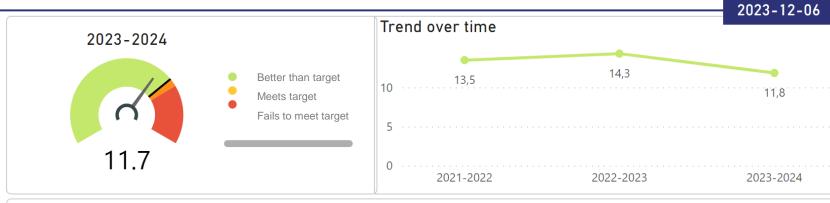
Direction

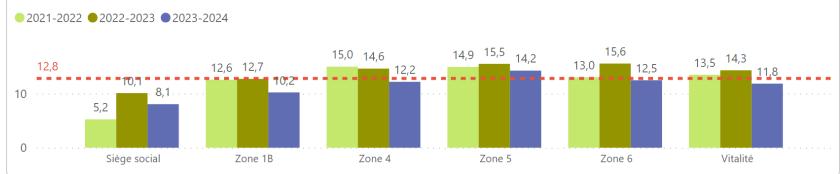




Target

12.8 days based on the Canada Labour Code





Year	2021-2022						20	022-20	2023-2024				
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	T2	Total
Siège social	6,2	2,6	6,5	5,7	5,2	9,4	11,4	13,3	6,6	10,1	8,7	7,4	8,1
Zone 1B	11,4	11,7	13,3	13,9	12,6	14,6	12,2	13,4	10,7	12,7	10,5	9,9	10,2
Zone 4	13,2	14,0	16,7	15,9	15,0	15,2	14,3	15,9	13,1	14,6	13,4	11,0	12,2
Zone 5	13,7	14,8	15,3	16,0	14,9	17,0	16,1	15,3	13,6	15,5	13,7	14,8	14,2
Zone 6	12,7	11,2	14,2	14,0	13,0	16,9	15,4	15,8	14,2	15,6	12,1	12,8	12,5
Vitalité	12,4	12,4	14,5	14,6	13,5	15,7	14,1	14,9	12,6	14,3	12,0	11,7	11,8

3.0 Employee Experience

3.3 Work accident rate with lost time

Indicator that shows the frequency of workplace accidents.



English

Français





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



Precision

None



Formula

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



Leadership

Frédéric Finn



Data source

Parklane and Meditech



Limite



Unit of measurement



Rate

Direction

Reduction sought



Target

3.5 determined by the Leadership Team





Year 2021-2022					2022-2023					2023-2024			
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	T2	Total
Zone 1B	1,8	2,7	2,5	3,8	2,7	3,3	1,7	3,6	2,5	2,8	1,0	0,6	0,8
Zone 4	3,1	5,1	2,8	6,4	4,4	2,5	4,3	5,9	3,3	4,0	2,8	0,9	1,9
Zone 5	4,8	5,8	8,2	7,7	6,6	5,1	3,8	3,2	1,7	3,5	2,9	2,2	2,6
Zone 6	3,4	2,6	4,6	5,4	4,0	1,7	5,4	2,5	2,2	2,9	0,8	0,6	0,7
Vitalité	3,0	3,7	4,1	5,3	4,0	3,0	3,5	3,7	2,4	3,1	1,6	0,9	1,3

3.4 Vacant positions (permanent positions)

Indicator that shows the percentage of positions posted without being filled.







Percentage representing the number of vacant positions relative to the average number of positions in the organization for the reference period.



Precision

None



Formula

(Number of vacancies (period)/Total or average number of positions in the organization) X 100



Leadership

Frédéric Finn



Data source

Meditech



Limite None



Unit of measurement



Percentage Direction

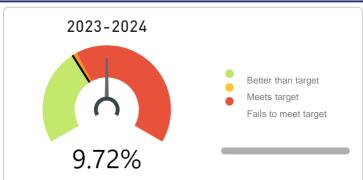


Reduction sought



Target

7.1% based on the previous year's result





Year	2022	-2023	2023-2024					
Zone	T4	Total	T1	T2	Total			
Zone 1B	9,84%	9,84%	10,17%	10,78%	10,47%			
Zone 4	7,91%	7,91%	9,83%	9,85%	9,84%			
Zone 5	12,75%	12,75%	12,87%	12,12%	12,49%			
Zone 6	6,09%	6,09%	6,82%	6,52%	6,67%			
Vitalité	9,01%	9,01%	9,72%	9,72%	9,72%			





4.0 Organizational Excellence

4.1 Actual versus CIHI expected length of stay ratio

Indicator that shows the effectiveness of length of stay in Network hospitals.

English

Francais





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.



None



Formula

Number of typical hospitalization days / the number of days of hospitalization planned by CIHI



Leadership

Sharon Smyth-Okana et Dre.Natalie Banville



Unit of measurement





Direction

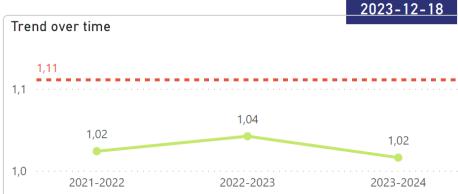
Reduction sought

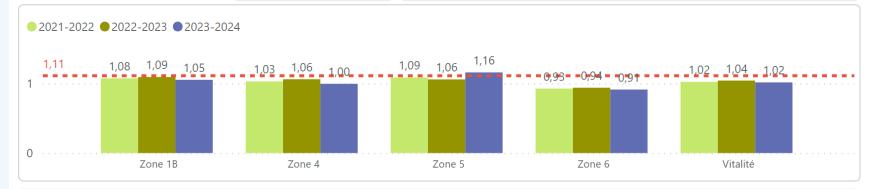


Target

1.11 based on Canadian average (CIHI 2022-2023)







Year	2021-2022					2022-2023					2023-2024	
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	Total
Zone 1B	1,11	1,08	1,05	1,05	1,08	1,04	1,17	1,10	1,07	1,09	1,05	1,05
Zone 4	0,99	1,02	1,03	1,08	1,03	1,03	1,09	1,09	1,04	1,06	1,00	1,00
Zone 5	1,11	1,17	1,03	1,01	1,09	1,07	1,04	1,04	1,09	1,06	1,16	1,16
Zone 6	0,93	0,98	0,89	0,91	0,93	0,97	0,91	0,97	0,91	0,94	0,91	0,91
Vitalité	1,03	1,05	1,00	1,02	1,02	1,02	1,06	1,06	1,02	1,04	1,02	1,02

4.0 Organizational Excellence

4.2 Percentage of surgeries waiting more than 365 days

Indicator that shows the percentage of surgeries waiting more than one year.







For surgeries waiting, wait times are calculated for surgeries waiting as of the last day in each quarter from the date that the patient and surgeon agree to the surgery and the patient is ready to receive it. 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 wait time calculations.



Precision

Categories are grouped and divided according to the number of months > 365 days



Formula

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



Leadership

Dre.Natalie Banville



Data source

Surgical Access Registry



Unit of measurement





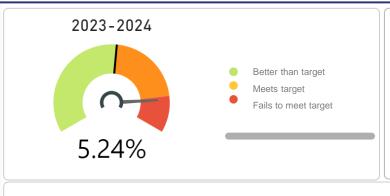
Direction

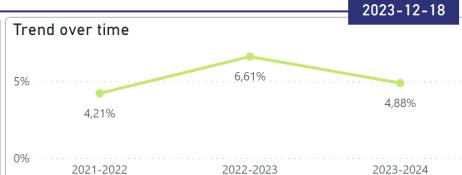
Reduction sought

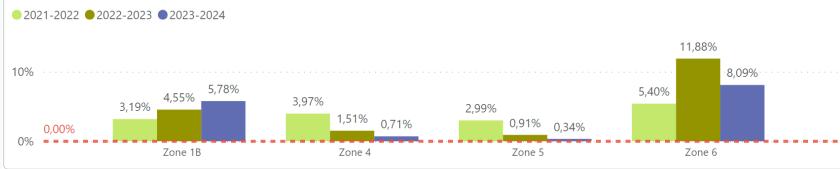


Target

0% based on best practices (2023)







Year	Year 2021-2022							2023-2024					
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	T2	Total
Zone 1B	2,72%	3,29%	2,78%	3,82%	3,19%	4,30%	5,25%	4,46%	4,15%	4,55%	4,98%	6,52%	5,78%
Zone 4	2,96%	2,39%	4,86%	5,22%	3,97%	3,29%	1,21%	0,82%	0,87%	1,51%	0,61%	0,78%	0,71%
Zone 5	4,94%	3,16%	2,71%	1,28%	2,99%	0,90%	0,88%	1,20%	0,65%	0,91%	0,00%	0,69%	0,34%
Zone 6	2,54%	4,09%	5,30%	8,60%	5,40%	11,76%	13,56%	10,90%	10,72%	11,88%	8,04%	8,14%	8,09%
Vitalité	2,89%	3,44%	4,18%	5,84%	4,21%	7,14%	7,89%	5,89%	5,31%	6,61%	4,49%	5,24%	4,88%
Horizon	11,21%	12,38%	12,74%	13,53%	12,54%	14,91%	16,02%	16,10%	14,82%	15,46%	13,16%	12,66%	12,91%
Province	9,02%	10,02%	10,32%	11,49%	10,30%	12,74%	13,74%	13,42%	12,50%	13,10%	11,11%	10,81%	10,96%

4.3 Overall hospital readmission rate

Indicator that shows the rate of readmission within 30 days of a patient's discharge from hospital.







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.



Precision

None



Formula

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



Leadership

Sharon Smyth-Okana et Dre.Natalie Banville



Data source

CIHI



Unit of measurement





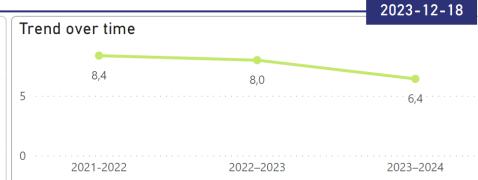
Reduction sought



Target

9.0 CIHI (2022-2023)







Year		20	2022–2023					2023–2024				
Zone	T1	T2	Т3	T4	Total	T1	T2	Т3	T4	Total	T1	Total
Zone 1B	8,81	7,55	7,14	7,90	7,86	8,17	7,16	7,41	8,38	7,76	6,11	6,11
Zone 4	9,81	10,09	10,05	9,00	9,82	8,44	7,88	8,73	8,37	8,37	6,08	6,08
Zone 5	9,21	10,27	5,89	6,55	8,31	12,07	6,51	7,14	6,74	8,13	7,38	7,38
Zone 6	8,35	7,43	8,05	7,18	7,82	8,33	8,31	8,50	5,34	7,86	6,54	6,54
Vitalité	8,94	8,46	7,98	7,82	8,36	8,74	7,61	7,98	7,37	7,98	6,41	6,41
Horizon	9,08	8,42	8,52	7,78	8,54	8,39	7,81	7,63	6,59	7,69	6,30	6,30
Province	9,04	8,43	8,34	7,80	8,48	8,50	7,75	7,73	6,83	7,78	6,33	6,33
Canada	9,41	9,08	8,91	8,83	9,08	9,19	8,96	8,79	8,12	8,82	8,49	8,49

4.0 Organizational Excellence

4.5 Variance in actual spending on operating budget

Indicator that shows the difference between actual and budgeted spending.

English

Français







Precision

Excludes pandemic and Medicare

Σ

Formula

Budgeted Spending-Actual Spending



Leadership

Patrick Parent



Data source

Meditech



Unit of measurement



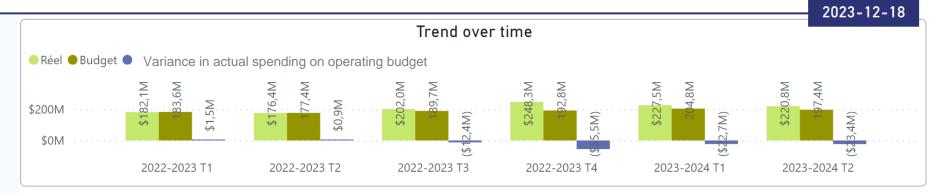
Direction





Target

Not available





Actual spending per program

Program	2020-2021	2021-2022	2022-2023	2023-2024
Clinical	\$283,5M	\$331,0M	\$371,8M	\$231,4M
Research, FMU, etc.	\$21,3M	\$21,3M	\$22,6M	\$10,0M
Mental and Public Health	\$71,9M	\$84,1M	\$83,7M	\$45,9M
Diagn. and Therap.	\$124,1M	\$142,5M	\$150,5M	\$76,4M
Support services	\$137,0M	\$164,2M	\$180,3M	\$84,7M
Total	\$637,9M	\$743,2M	\$808,8M	\$448,4M

Program	2020-2021	2021-2022	2022-2023	2023-2024
Medicare	\$75,1M	\$77,2M	\$92,3M	\$42,6M
Pandemic	\$28,3M	\$29,4M	\$16,7M	\$3,4M
Total	\$103,3M	\$106,5M	\$109,0M	\$46,0M