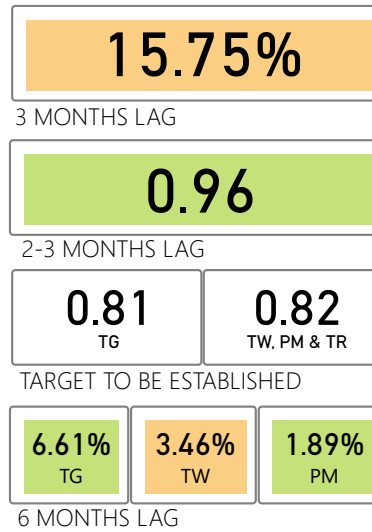


BALANCED SCORECARD

SUMMARY VIEW

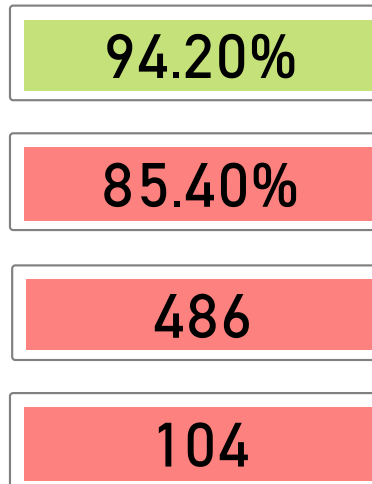
1.0 HEALTH OUTCOMES →

- 1.1 Readmission rate to UHN (8 HIG groups, HSAA) (QIP)
- 1.2 Actual length of hospital stay compared to expected length of stay
- 1.3 QIP Serious safety event rate
- 1.4 Surgical site infection rate (Risk-adjusted) (QIP)



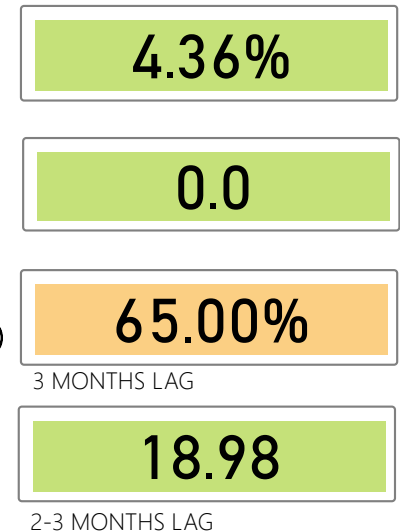
3.0 TEAMUHN EXPERIENCE →

- 3.1 Percentage of learners in Education who would recommend a placement at UHN
- 3.2 New hire retention after 2 years
- 3.3 Number of all reported workplace incidents
- 3.4 Number of WSIB reported workplace incidents that required health care, lost time



2.0 PATIENT EXPERIENCE →

- 2.1 Same day surgical cancellation rate (QIP)
- 2.2 Critical Digital systems downtime hours (EPR)
- 2.3 Receive enough info [...] about what to do if [...] worried about your cond/treatment [...]left? (QIP)
- 2.4 Emergency department wait time for inpatient bed (QIP)



4.0 OPERATIONAL EXCELLENCE →

- 4.1 Alternative Level of Care (ALC) rate (QIP)
- 4.2 Performance against UHN's approved budget & forecast
- 4.3 Deferred maintenance renewal
- 4.4 Proportion of industry-sponsored clinical trial agreements completed within 90 days

