

1.0 Health Outcomes

	Benchmark	Target	Results	Quarterly trend	Annual trend
1.1 Hospitalization rate for ambulatory care sensitive conditions (hospitalization per 100,000 people)	275	275	213	+	+
1.2 Percentage of hip and knee surgeries performed within 182 days	85.0 %	85.0 %	68.4 %	+	+
	75.0 %	75.0 %	63.4 %	+	+
1.3 Percentage of surgeries waiting more than 365 days	0 %	0 %	9.4 %	—	—

2.0 Patient and Family Experience

	Benchmark	Target	Results	Quarterly trend	Annual trend
2.1 Percentage of level 4 and 5 patients with a primary health care provider visiting the emergency department	30.2 %	30.2 %	57.6	○	○
2.2 Rate of repeat hospital stays due to mental illness – Adults and Youth	27.5	10	9	—	NA
	20	10	5	+	NA
2.3 Percentage of alternate level of care patients hospitalized in acute care beds	20.3 %	20.3 %	28.9 %	+	+

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

3.0 Employee Experience

	Benchmark	Target	Results	Quarterly trend	Annual trend
3.1 Turnover rate	5.0 %	5.0 %	7.9 %	+	—
3.2 Average number of paid sick days per employee	11.5	11.5	12.2	—	○
3.3 Work accident rate with lost time	3.5	3.5	1.7	+	○
3.4 Vacant positions (permanent positions)	10 %	10 %	10.2 %	○	○

4.0 Organizational Excellence

	Benchmark	Target	Results	Quarterly trend	Annual trend
4.1 Actual versus CIHI expected length of stay ratio	1.00	1.00	1.06	○	○
4.2 Overall hospital readmission rate	9.0	9.0	7.6	—	+
4.3 Variance in actual spending on operating budget	0 %	+/- 1%	-4.7 %	—	—

Trend: + Positive — Negative ○ Stable

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

2024-10-29

i 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.

gauge Precision
There are 7 favourable conditions: COPD, angina, asthma, diabetes, hypertension, heart failure, epilepsy Excludes those aged 75 and older Excludes deaths

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

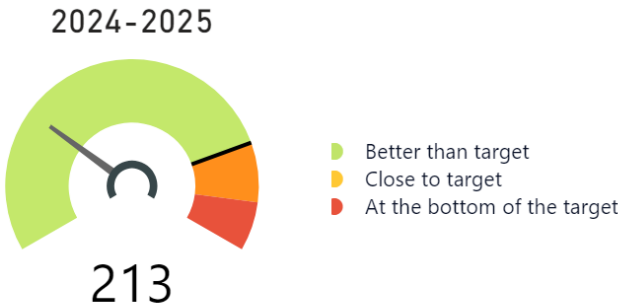
person Leadership
Patrick Parent et Jenny Toussaint

database Data source
CIHI

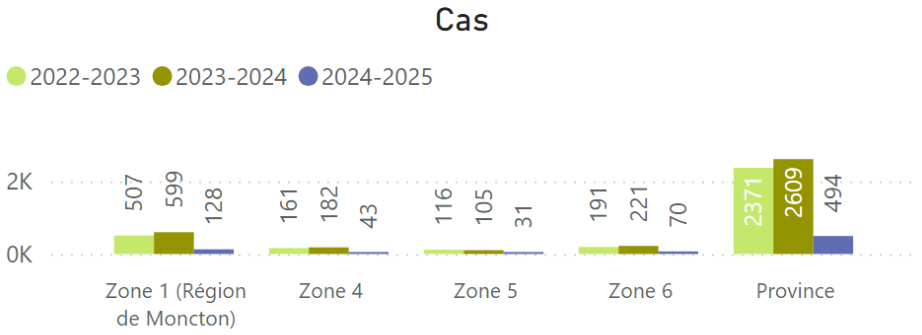
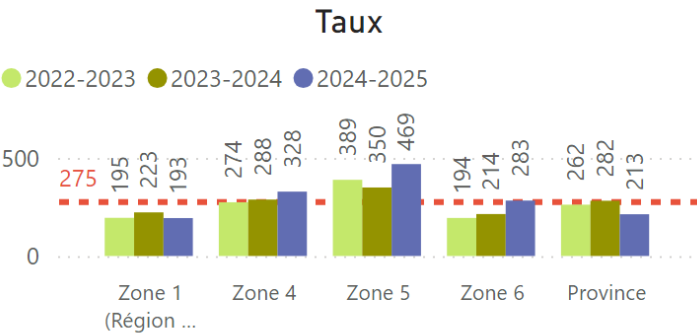
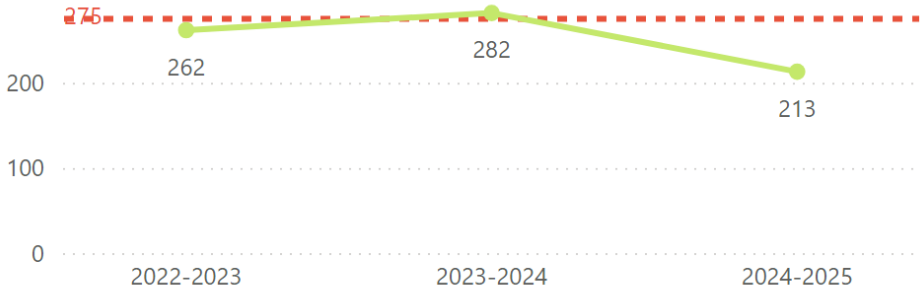
ruler Unit of measurement
Crude rate per 100,000 inhabitants

arrows Direction
Reduction sought

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



Trend over time



Année	2022-2023					2023-2024					2024-2025	
	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	Total
Zone 1 (Région de Moncton)	233	138	195	213	195	202	214	232	242	223	193	193
Zone 4	245	230	293	328	274	278	307	276	292	288	328	328
Zone 5	540	362	276	377	389	386	254	409	350	350	469	469
Zone 6	179	186	224	187	194	238	183	210	225	214	283	283
Province	308	206	246	288	262	274	281	282	290	282	213	213

Data not available for Vitalité because zone 1 includes data for Moncton City and Beauséjour

Indicator that shows our ability as a Network to perform hip and knee surgeries within the timelines recommended in best practices.



This indicator helps assess access to surgical services by Network clients



Precision

None



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



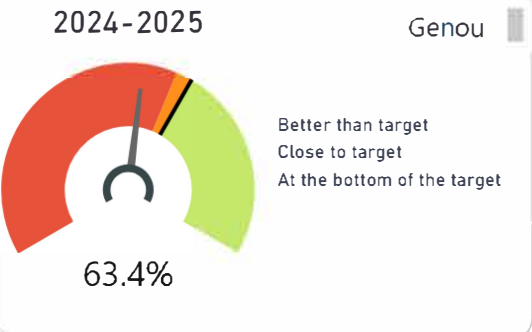
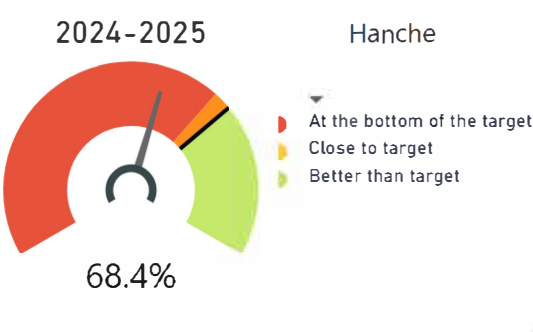
Unit of measurement
Percentage



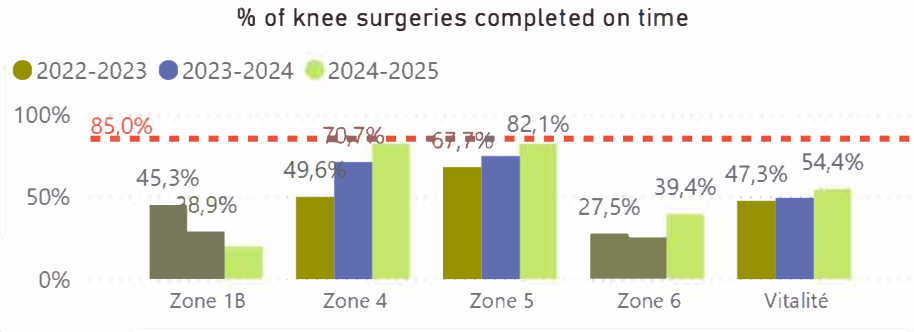
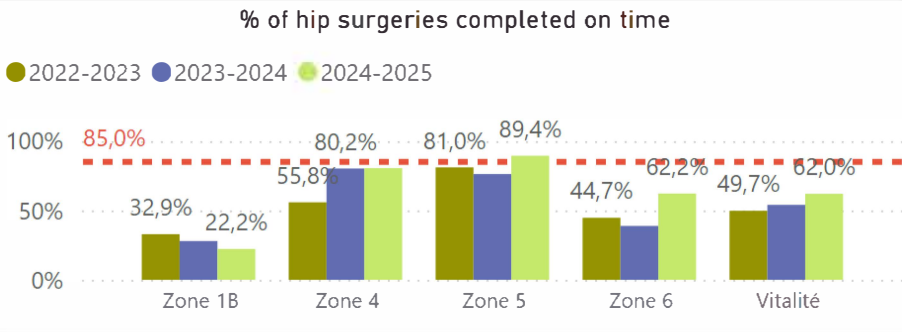
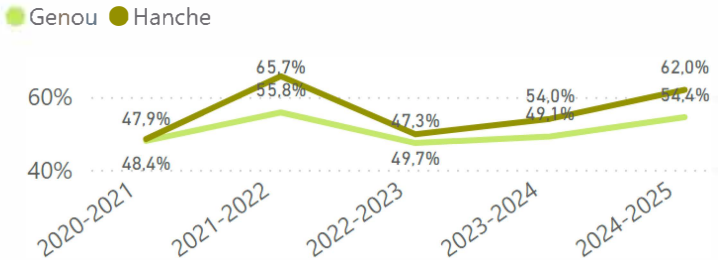
Direction
Increase sought



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



Trend over time



% of hip surgeries completed on time								
Année	2023-2024					2024-2025		
Zone	T1	T2	T3	T4	Total	T1	T2	Total
Zone 1B	50.0%	14.3%	21.1%	22.0%	27.9%	18,8%	27.3%	22.2%
Zone 4	57.1%	83.3%	96.3%	84.8%	80.2%	80,6%	80.0%	80.4%
Zone 5	77.3%	91.3%	63.6%	77.8%	76.2%	95.0%	85.2%	89.4%
Zone 6	40.7%	38.5%	38.1%	37.9%	38.8%	45.5%	86.7%	62.2%
Vitalité	55.0%	59.3%	52.9%	51.1%	54.0%	57.1%	68.4%	62.0%
Horizon	31.0%	32.6%	33.9%	31.4%	32.1%	41.8%	42.9%	42.3%
Province	38.3%	40.8%	39.9%	37.3%	38.9%	47.0%	50.0%	48.4%

% of knee surgeries completed on time								
Année	2023-2024					2024-2025		
Zone	T1	T2	T3	T4	Total	T1	T2	Total
Zone 1B	47.8%	53.8%	15.6%	21.7%	28,9%	17.8%	22.2%	19,4%
Zone 4	55.3%	67,5%	79,1%	88,9%	70,7%	86,7%	76,0%	81,8%
Zone 5	73.2%	86,4%	72,9%	67,8%	74,4%	86,0%	78,6%	82,1%
Zone 6	17,2%	26,9%	29,7%	25,8%	25,1%	30,0%	62,2%	39,4%
Vitalité	47,8%	57,7%	49,7%	43,9%	49,1%	48,4%	63,4%	54,4%
Horizon	25,1%	30,4%	19,2%	23,9%	23,7%	37,9%	35,0%	36,5%
Province	30,3%	38,0%	25,1%	28,0%	29,3%	41,3%	42,1%	41,7%

1.3 Percentage of surgeries waiting more than 365 days

English

Français

2024-10-29

i 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.

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

Person icon Leadership
Dre.Natalie Banville

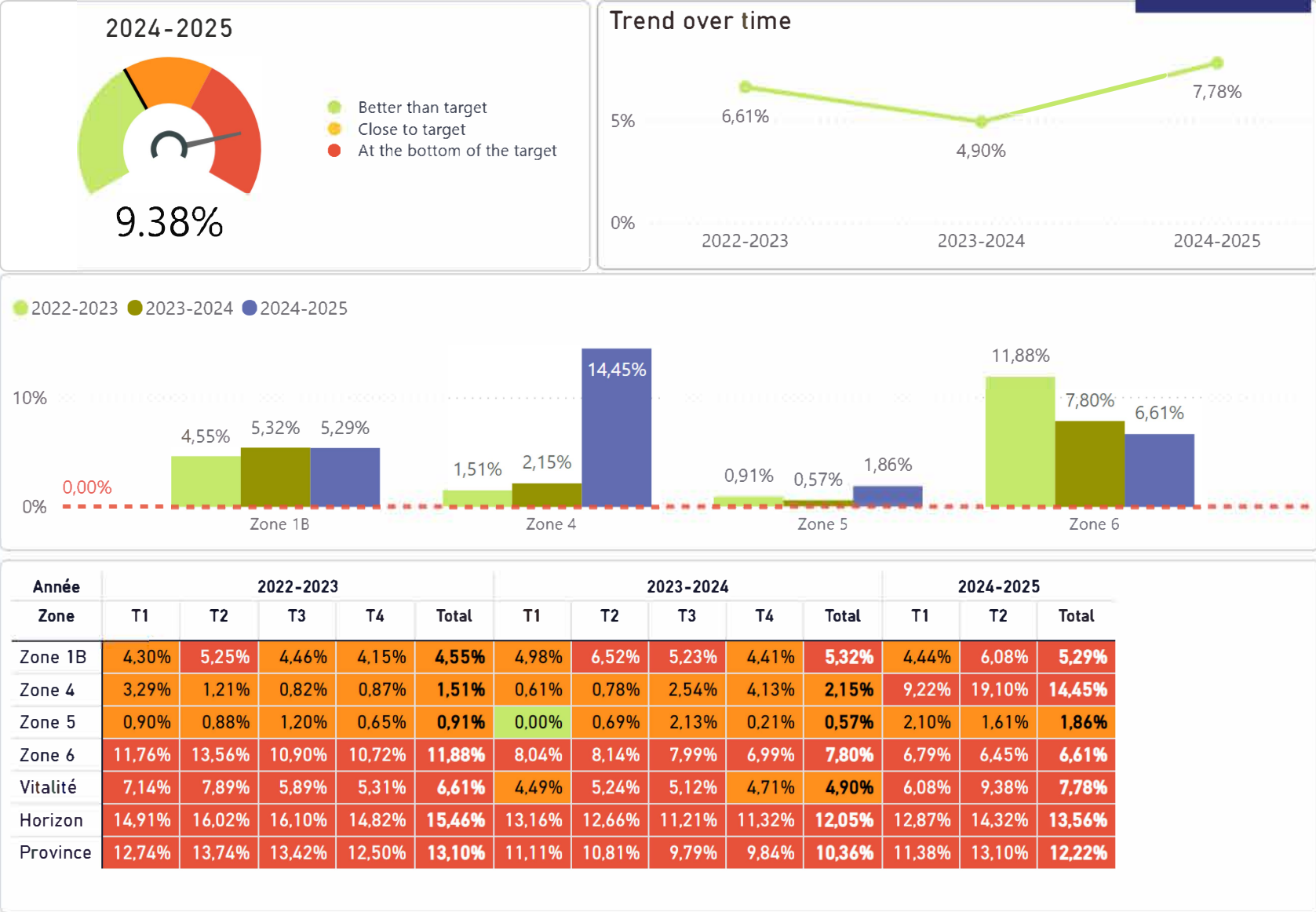
Speedometer icon Categories are grouped and divided according to the number of months > 365 days

Database icon Data source
Surgical Access Registry

Ruler icon Unit of measurement
Percentage

Upward arrows icon Direction
Reduction sought

Target icon Target
0% based on best practices (2023)



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

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

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

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

Formula
$$\left(\frac{\text{Total number of visits coded 4 and 5}}{\text{Total number of visits to Emergency}} \right) \times 100$$

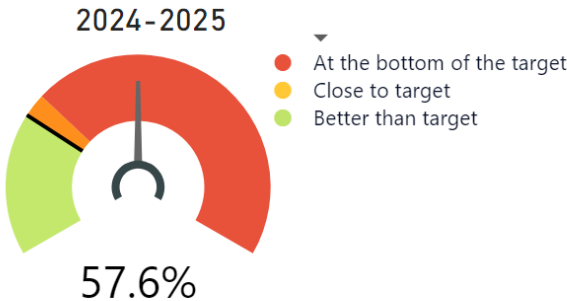
Leadership
Dre Natalie Banville, Jenny Toussaint et Patrick Parent

Data source
Meditech (iPeople)

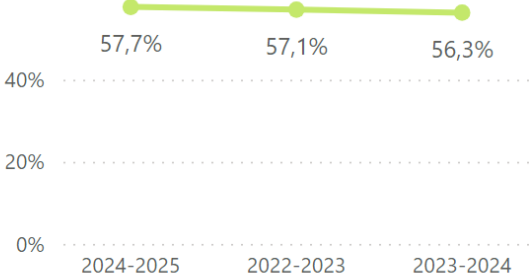
Unit of measurement
Percentage

Direction
Reduction sought

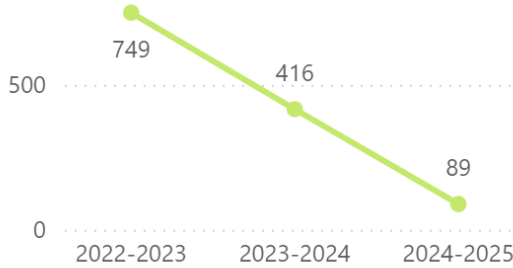
Target
30.2% according to the NACRS average (2022-2023)



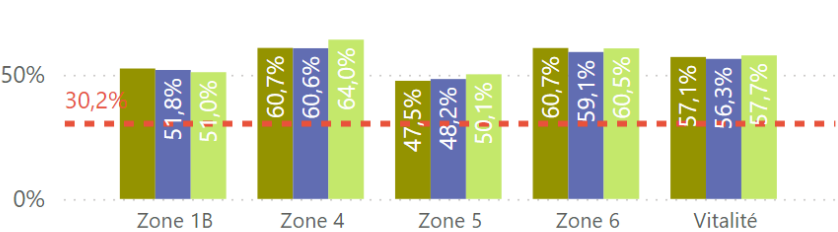
Trend over time



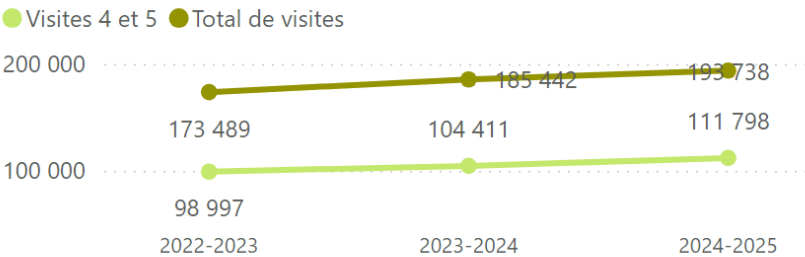
of patients referred to the community (Extra-mural, Doctor's Office, etc.)



2022-2023 2023-2024 2024-2025



Number of emergency department visits(annualized)



Année	2022-2023					2023-2024					2024-2025		
Zone	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	T2	Total
Zone 1B	53,5%	53,1%	52,0%	50,9%	52,4%	51,3%	54,0%	51,0%	51,0%	51,8%	52,1%	49,8%	51,0%
Zone 4	60,2%	61,9%	60,8%	59,7%	60,7%	59,1%	59,3%	61,0%	62,9%	60,6%	64,0%	64,1%	64,0%
Zone 5	50,2%	49,2%	46,4%	43,6%	47,5%	47,7%	49,2%	47,4%	48,5%	48,2%	50,4%	49,8%	50,1%
Zone 6	62,6%	61,3%	61,3%	57,0%	60,7%	58,6%	60,1%	59,5%	57,9%	59,1%	59,7%	61,3%	60,5%
Vitalité	58,0%	58,1%	57,1%	54,9%	57,1%	55,6%	57,0%	56,2%	56,4%	56,3%	57,8%	57,6%	57,7%

No provincial data

The median wait time the client waited to access One-At-Time Therapy service. Trending by RHA, Zone, Service Center and Target Group

Precision
null

Formula
Median day between (A) Incoming Referral: Received Date (B) Delivered Service: Service Delivery Date B - A Calendar days

Leadership
Patrick Parent et Rino Lang

Data source
CSDS

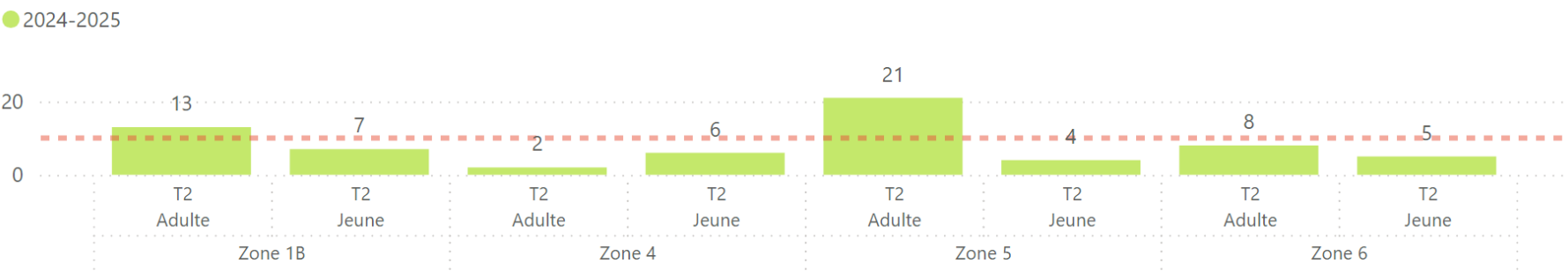
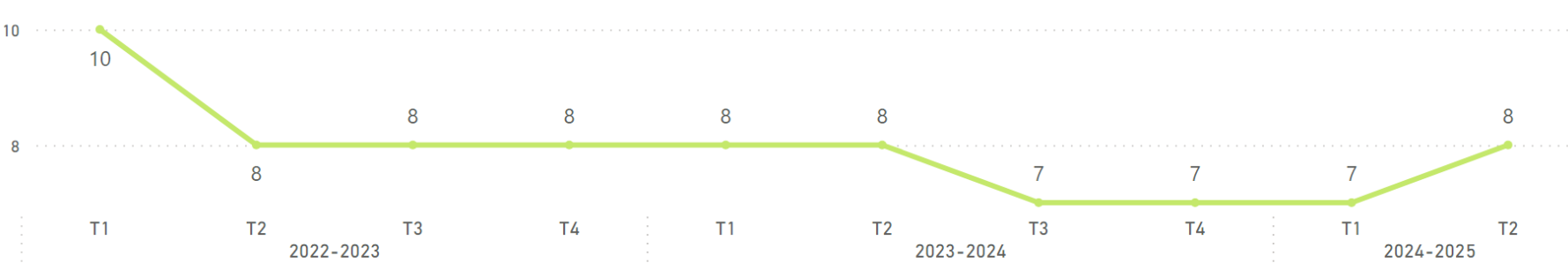
Limite
None

Unit of measurement
Days

Direction
Reduction sought

Target
10 days or less

Trend over time



Année	2023-2024								2024-2025			
	T1		T2		T3		T4		T1		T2	
Centre de service	Adulte	Jeune	Adulte	Jeune	Adulte	Jeune	Adulte	Jeune	Adulte	Jeune	Adulte	Jeune
Zone 1B	12	11	21	9	12	8	11	7	7	7	13	7
Zone 4	2	9	1	5	2	6	3	8	4	9	2	6
Zone 5	14	6	20	10	8	6	8	7	16	6	21	4
Zone 6	7	5	6	3	6	6	7	5	9	7	8	5
Vitalité	8	7	9	5	7	6	8	6	7	7	9	5

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

2024-10-31

 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

 Jenny Toussaint

 3M

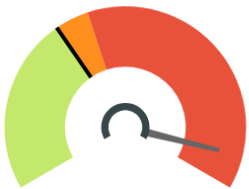
 None

 Percentage

 Reduction sought

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

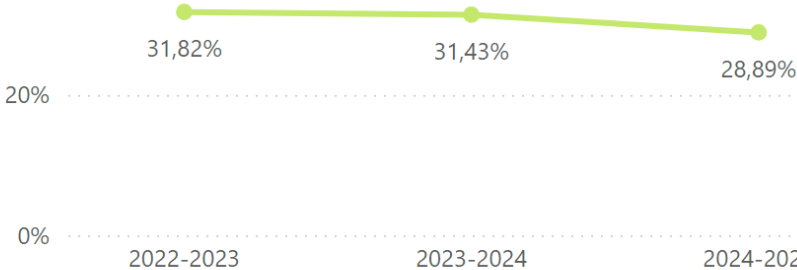
2024-2025



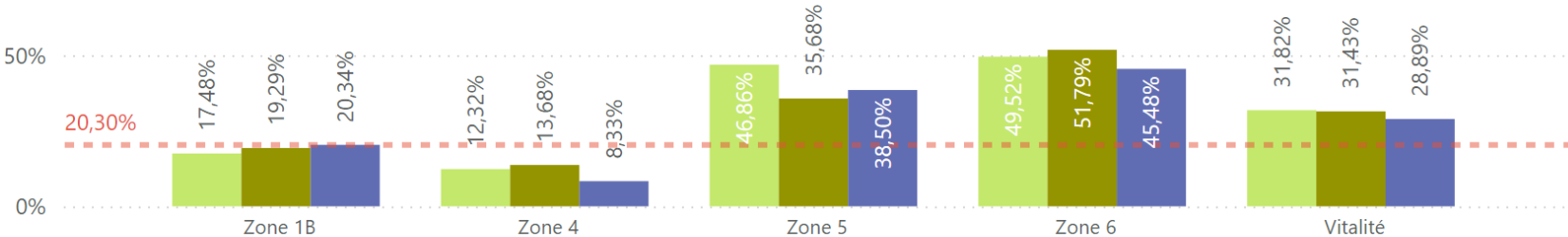
28.89%

- Better than target
- Close to target
- At the bottom of the target

Trend over time



2022-2023 2023-2024 2024-2025



Année	2022-2023					2023-2024					2024-2025	
Zone	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	Total
Zone 1B	8,28%	18,87%	20,46%	20,89%	17,48%	15,40%	23,22%	23,69%	13,74%	19,29%	20,34%	20,34%
Zone 4	6,30%	11,47%	13,04%	17,63%	12,32%	15,69%	7,37%	18,97%	11,15%	13,68%	8,33%	8,33%
Zone 5	31,48%	26,41%	59,49%	52,79%	46,86%	40,95%	24,34%	47,69%	28,77%	35,68%	38,50%	38,50%
Zone 6	48,24%	44,20%	50,48%	54,39%	49,52%	52,84%	47,15%	50,76%	55,24%	51,79%	45,48%	45,48%
Vitalité	25,62%	27,07%	35,88%	36,88%	31,82%	32,19%	27,92%	34,57%	30,59%	31,43%	28,89%	28,89%

No provincial data

3.1 Turnover rate

2024-11-19

 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
$$\frac{\text{Number of separations during the reference period}}{\text{Total number of employees at the end of the reference period}}$$

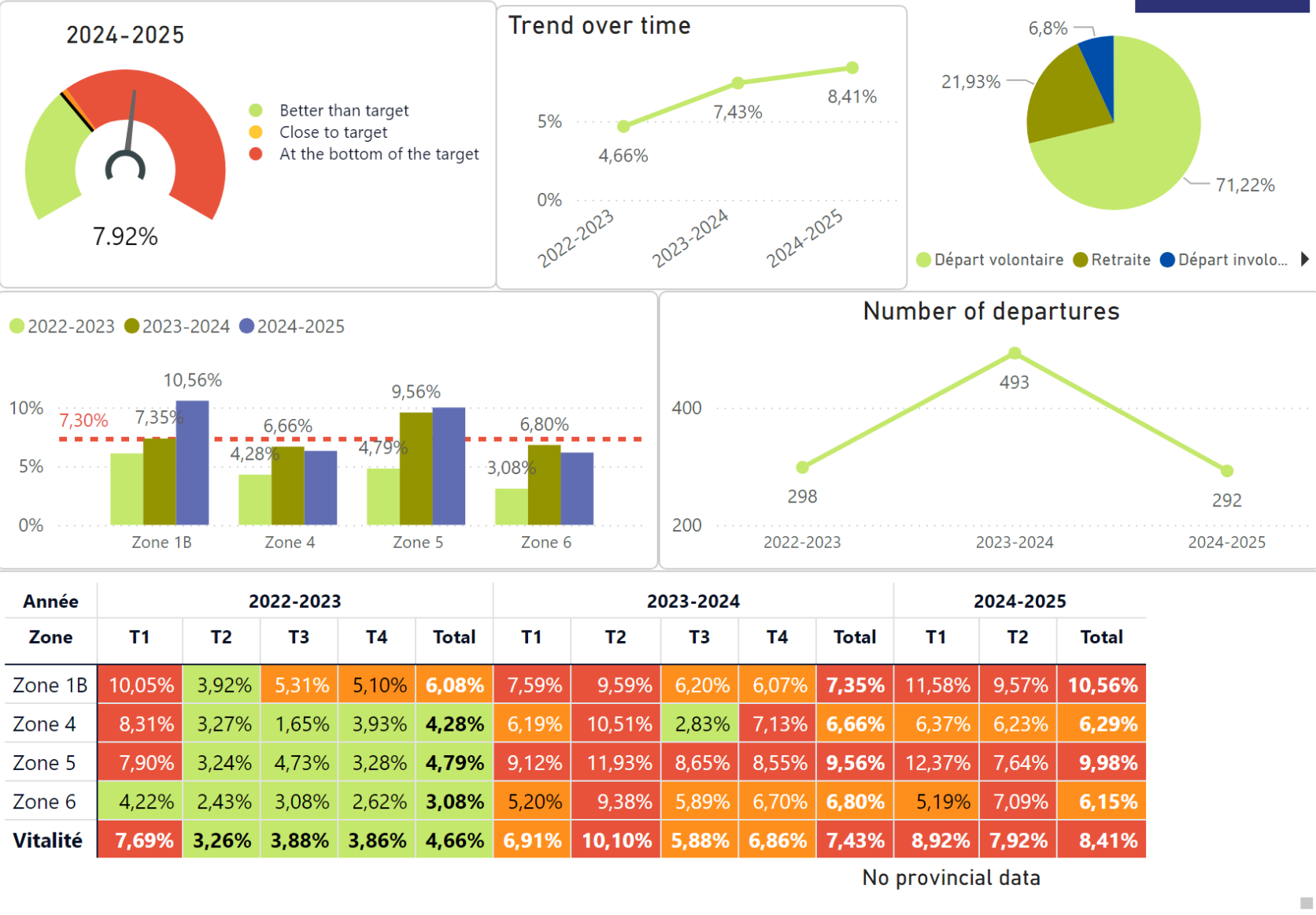
 Leadership
Frédéric Finn

 Data source
Meditech

 Unit of measurement
Rate

 Direction
Reduction sought

 Target
7.3 % based on industry benchmark



3.2 Average number of paid sick days per employee

Indicator that shows absenteeism of Network employees.

English

Français

2024-11-19

 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
Reduction sought

 Target
11.5 days based on leadership team

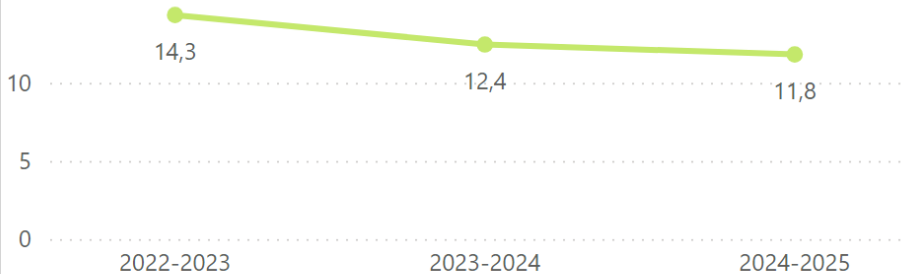
2024-2025



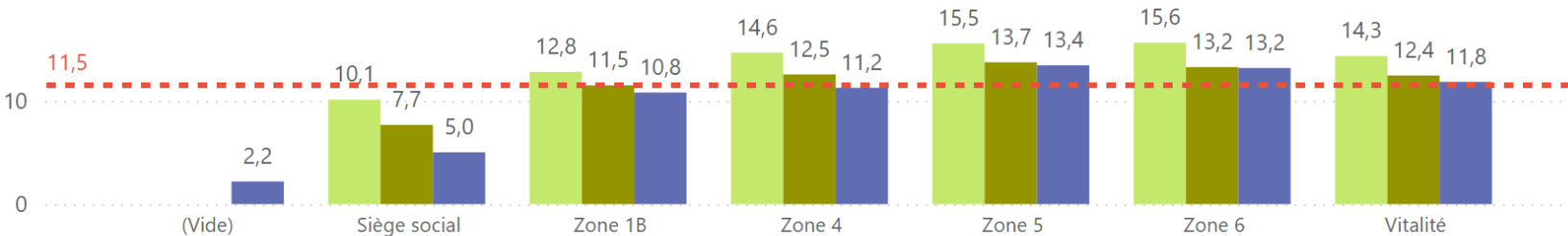
12.2

- Better than target
- Close to target
- At the bottom of the target

Trend over time



● 2022-2023 ● 2023-2024 ● 2024-2025



Année	2022-2023					2023-2024					2024-2025		
Zone	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	T2	Total
Siège social	9,4	11,4	13,3	6,6	10,1	8,7	7,4	7,6	7,1	7,7	4,5	5,5	5,0
Zone 1B	14,6	12,3	13,5	10,8	12,8	10,6	10,0	13,0	12,3	11,5	10,2	11,4	10,8
Zone 4	15,2	14,4	15,9	13,1	14,6	13,4	11,0	12,7	13,0	12,5	10,6	11,9	11,2
Zone 5	17,0	16,1	15,3	13,7	15,5	13,7	14,8	14,4	12,0	13,7	12,9	14,0	13,4
Zone 6	16,9	15,4	15,9	14,2	15,6	12,1	12,9	14,3	13,6	13,2	13,3	13,0	13,2
Vitalité	15,7	14,1	14,9	12,6	14,3	12,0	11,7	13,4	12,6	12,4	11,4	12,2	11,8

No provincial data

3.3 Work accident rate with lost time

Indicator that shows the frequency of workplace accidents.

English

Français

2024-11-19

 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 avec loss of time *200,000 hours)/Number of hours worked

 Leadership
Frédéric Finn

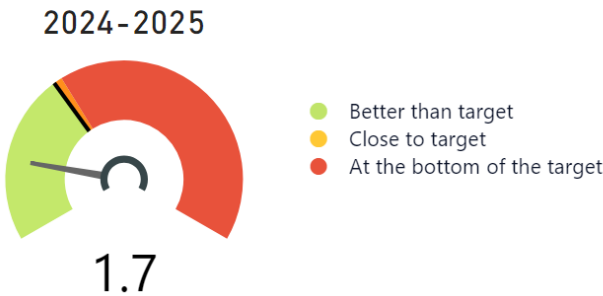
 Data source
Parklane and Meditech

 Limite
None

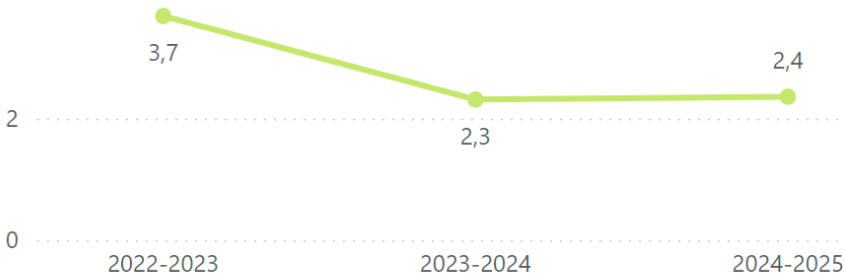
 Unit of measurement
Rate

 Direction
Reduction sought

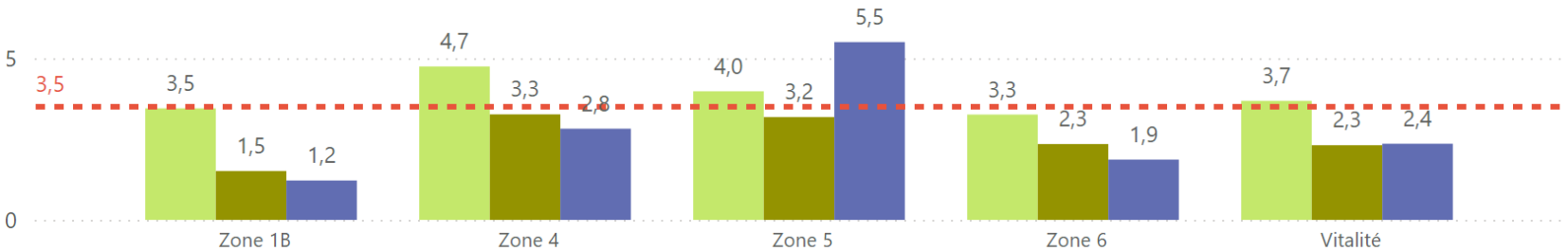
 Target
3.5 determined by the Leadership Team



Trend over time



2022-2023 2023-2024 2024-2025



Année	2022-2023					2023-2024					2024-2025		
Zone	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	T2	Total
Zone 1B	4,0	2,5	3,5	3,8	3,5	1,3	1,3	1,1	2,3	1,5	2,0	0,4	1,2
Zone 4	4,0	4,7	5,8	4,4	4,7	4,4	1,4	4,0	3,3	3,3	3,1	2,5	2,8
Zone 5	5,3	4,2	3,5	2,9	4,0	3,2	2,4	4,4	2,7	3,2	7,2	3,7	5,5
Zone 6	1,8	5,7	2,4	3,2	3,3	1,7	1,5	3,2	2,8	2,3	2,0	1,7	1,9
Vitalité	3,6	4,1	3,6	3,6	3,7	2,3	1,5	2,7	2,7	2,3	3,0	1,7	2,4

No provincial data

3.4 Vacant positions (permanent positions)

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

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

Precision
None

Formula
$$\left(\frac{\text{Number of vacancies (period)}}{\text{Total or average number of positions in the organization}} \right) \times 100$$

Leadership
Frédéric Finn

Data source
Meditech

Limite
None

Unit of measurement
Percentage

Direction
Reduction sought

Target
10.0% based on the previous year's result

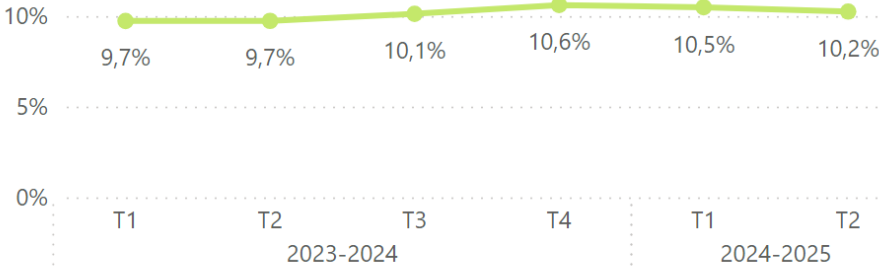
2024-2025



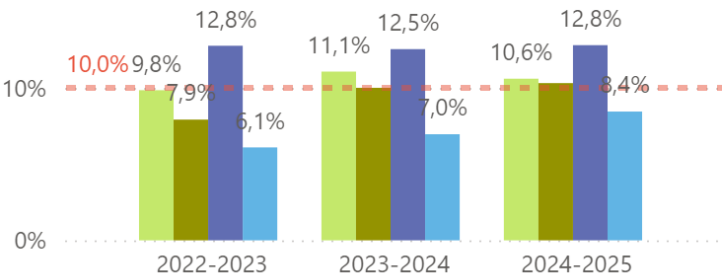
- Better than target
- Close to target
- At the bottom of the target

10.24%

Trend over time

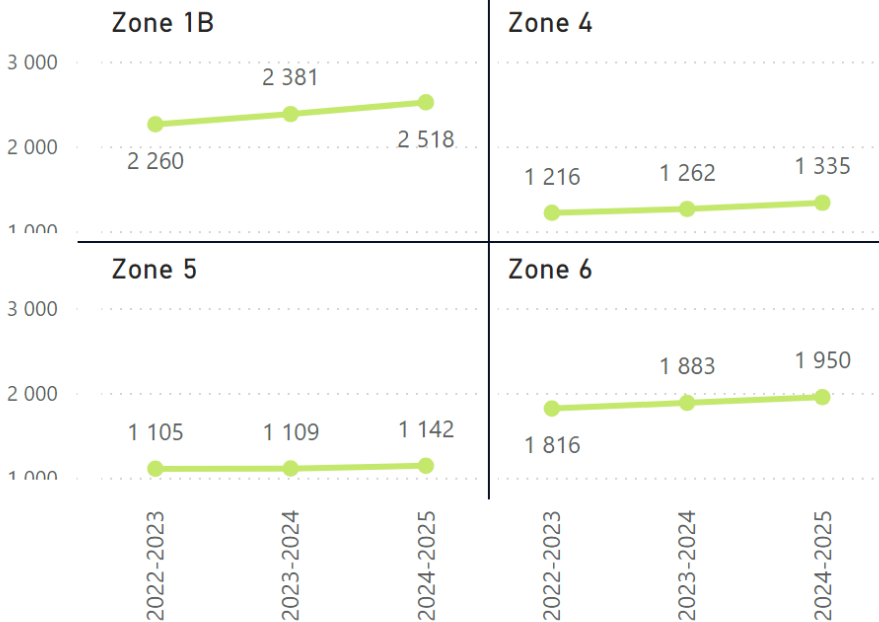


Zone 1B Zone 4 Zone 5 Zone 6



Année	2023-2024				2024-2025		
Zone	T2	T3	T4	Total	T1	T2	Total
Zone 1B	10,8%	11,4%	11,9%	11,4%	11,3%	9,8%	10,6%
Zone 4	9,9%	10,0%	10,3%	10,1%	10,0%	10,6%	10,3%
Zone 5	12,1%	12,5%	12,7%	12,4%	12,0%	13,6%	12,8%
Zone 6	6,5%	6,9%	7,6%	7,0%	8,6%	8,3%	8,4%
Vitalité	9,7%	10,1%	10,6%	10,1%	10,5%	10,2%	10,4%

Avg. monthly permanent employees



No provincial data

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

Français



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.

Precision
None

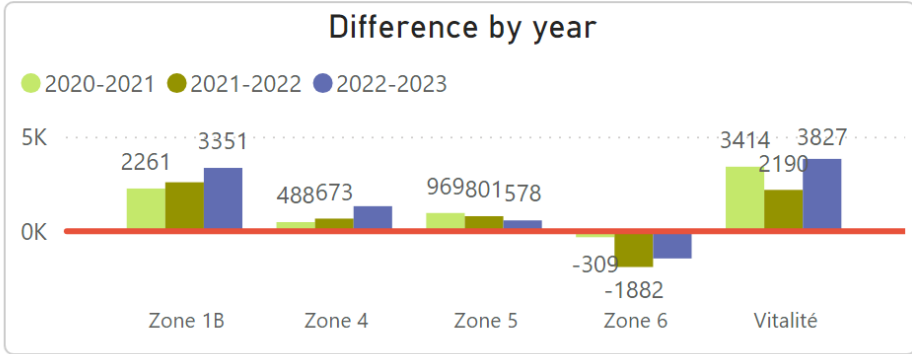
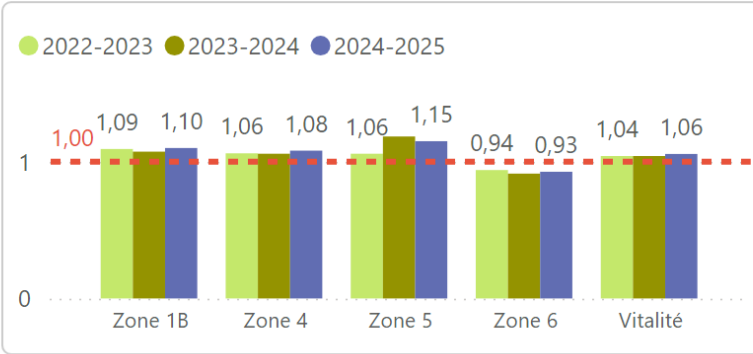
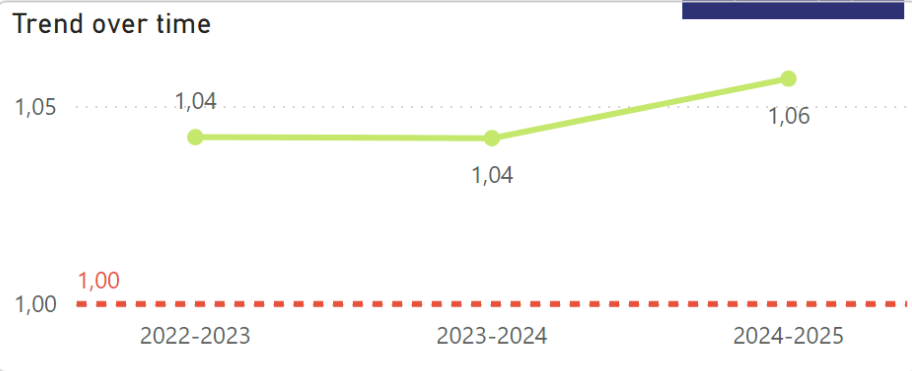
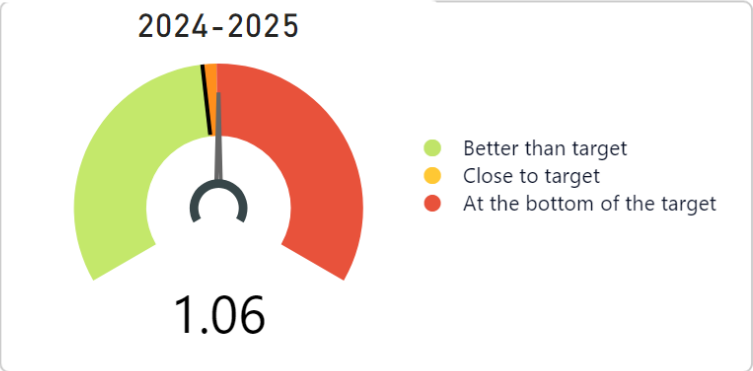
Formula
$$\frac{\text{Number of typical hospitalization days}}{\text{the number of days of hospitalization planned by CIHI}}$$

Leadership
Jenny Toussaint

Unit of measurement
Ratio

Direction
Reduction sought

Target
1.0 determined by the Leadership Team



Année	2023-2024					2024-2025	
Zone	T1	T2	T3	T4	Total	T1	Total
Zone 1B	1,05	1,07	1,06	1,11	1,07	1,10	1,10
Zone 4	1,00	1,04	1,07	1,13	1,06	1,08	1,08
Zone 5	1,15	1,22	1,13	1,24	1,19	1,15	1,15
Zone 6	0,91	0,93	0,92	0,89	0,91	0,93	0,93
Vitalité	1,02	1,05	1,03	1,07	1,04	1,06	1,06

No provincial data

Difference by quarter					
Année	2023-2024				2024-2025
Zone	T1	T2	T3	T4	T1
Zone 1B	521	605	617	1105	1012
Zone 4	-13	247	397	696	420
Zone 5	403	599	319	564	379
Zone 6	-538	-385	-491	-667	-452
Vitalité	373	1079	844	1700	1364

4.2 Overall hospital readmission rate

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

English

Français

2024-10-31

 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
$$\frac{\text{Observed number of readmissions for each facility}}{\text{Expected number of readmissions for the facility} \times \text{Canadian average readmission rate}}$$

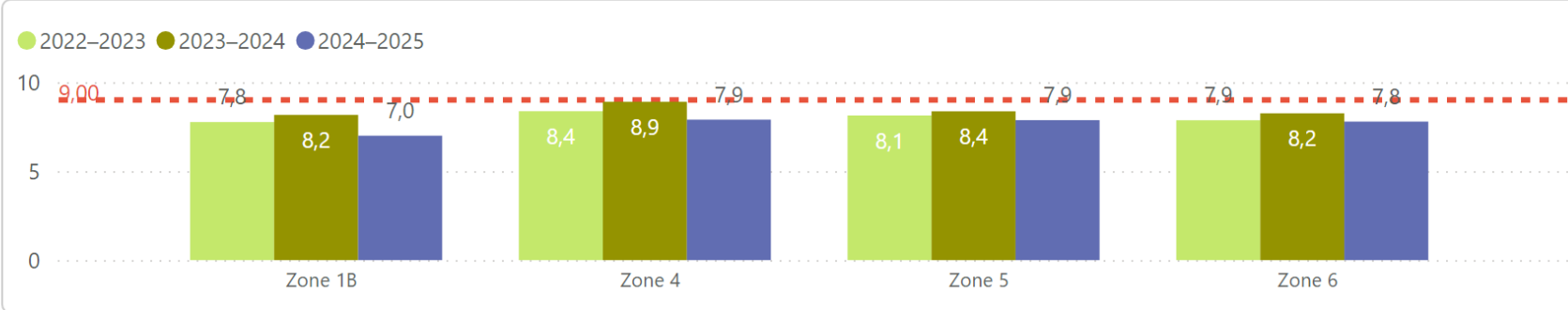
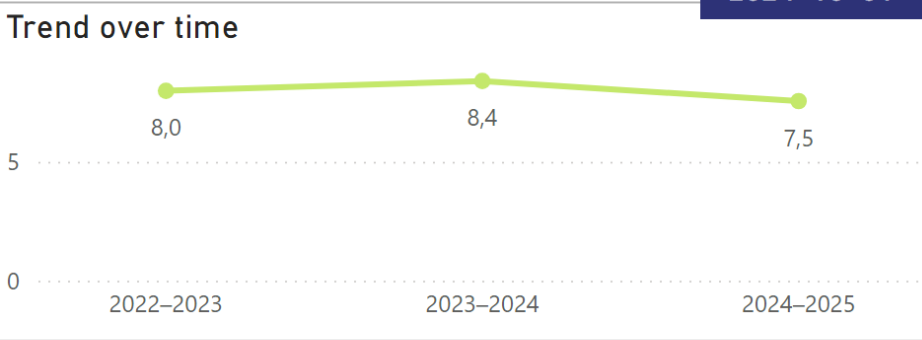
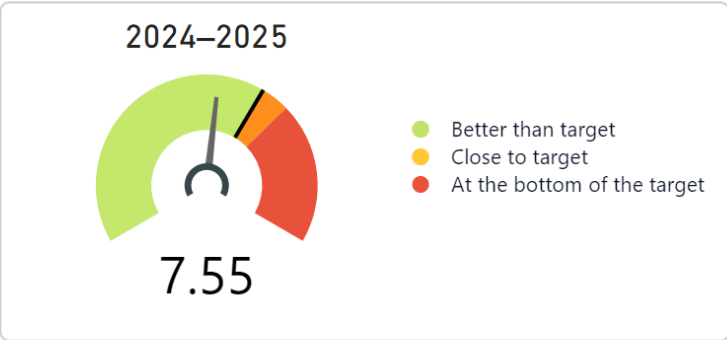
 Leadership
Patrick Parent, Dre Natalie Banville, Sharon Smyth Okana et Jenny Toussaint

 Data source
CIHI

 Unit of measurement
Rate

 Direction
Reduction sought

 Target
9.0 CIHI (2022-2023)



Année	2022–2023					2023–2024					2024–2025	
Zone	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	Total
Zone 1B	8,17	7,16	7,41	8,38	7,76	9,17	7,74	8,92	6,32	8,16	6,99	6,99
Zone 4	8,44	7,88	8,73	8,37	8,37	8,79	10,85	8,31	7,12	8,89	7,89	7,89
Zone 5	12,07	6,51	7,14	6,74	8,13	10,91	7,88	7,40	6,41	8,36	7,86	7,86
Zone 6	8,33	8,31	8,50	5,34	7,86	7,14	9,48	8,85	7,55	8,25	7,78	7,78
Vitalité	8,74	7,61	7,98	7,37	7,98	8,79	8,94	8,54	6,87	8,39	7,55	7,55
Horizon	8,39	7,81	7,63	6,59	7,69	8,47	9,02	8,97	7,26	8,51	5,58	5,58
Province	8,50	7,75	7,73	6,83	7,78	8,57	9,00	8,84	7,14	8,48	6,29	6,29
Canada	9,19	8,96	8,79	8,12	8,82	9,50	9,78	9,91	8,60	9,51	7,65	7,65

4.3 Variance in actual spending on operating budget

Indicator that shows the difference between actual and budgeted spending.

English

Français

2024-10-31



Precision
Excludes pandemic and Medicare

Formula
Budgeted Spending - Actual Spending

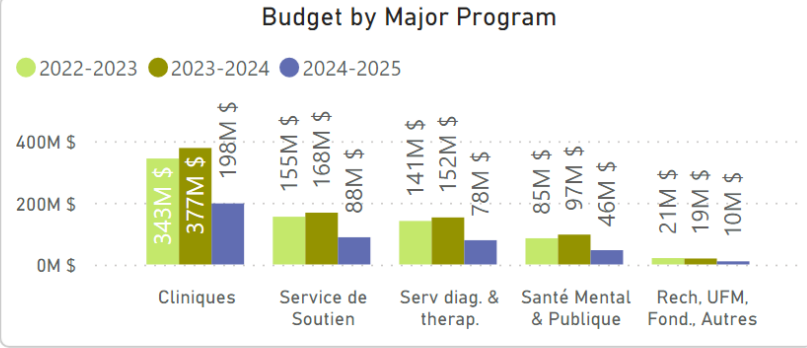
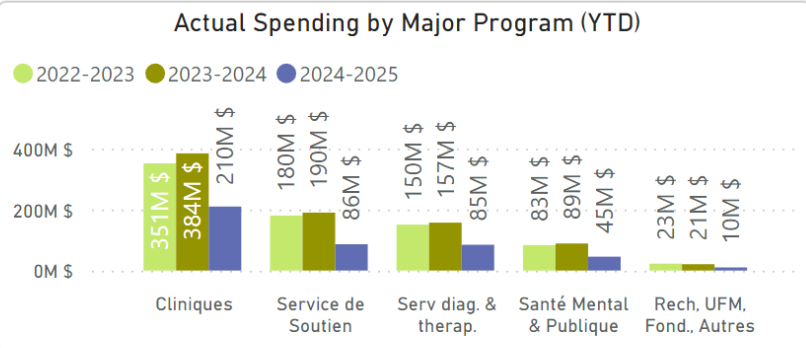
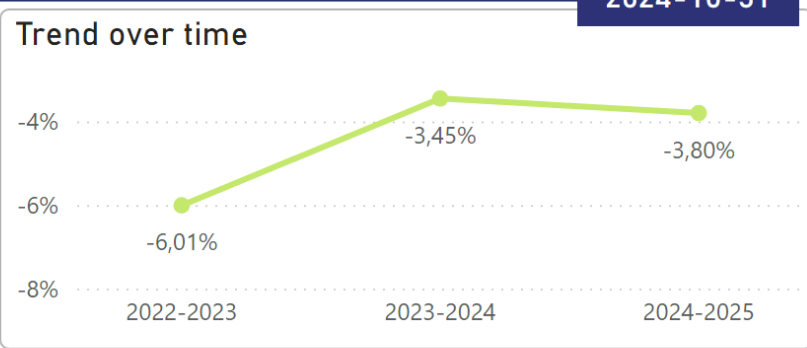
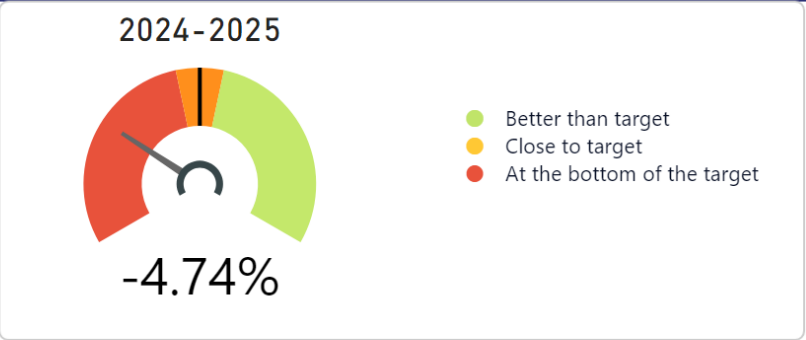
Leadership
Patrick Parent

Data source
Meditech

Unit of measurement
Dollars

Direction
Reduction sought

Target
+/- 1%



Variance in actual spending on operating budget													
Année Programme	2022-2023					2023-2024					2024-2025		
	T1	T2	T3	T4	Total	T1	T2	T3	T4	Total	T1	T2	Total
Cliniques	2,95%	2,62%	-4,30%	-10,83%	-2,48%	4,97%	-0,76%	-9,40%	-2,73%	-1,89%	-5,66%	-6,71%	-6,18%
Rech. UFM, Fond., Autres	6,78%	-8,82%	-8,05%	-28,88%	-10,26%	-32,36%	23,43%	-14,26%	-9,83%	-8,29%	20,57%	-26,65%	-1,65%
Santé Mental & Publique	0,32%	5,95%	3,26%	-2,88%	1,61%	11,07%	12,95%	2,52%	6,22%	8,27%	-0,33%	3,64%	1,63%
Serv diag. & therap.	-1,97%	-1,66%	-0,28%	-22,80%	-6,89%	-3,39%	2,99%	-6,90%	-5,63%	-3,23%	-6,98%	-8,63%	-7,79%
Service de Soutien	-2,12%	-3,80%	-15,05%	-41,67%	-16,67%	-3,41%	-4,24%	-6,64%	-35,90%	-13,37%	2,87%	1,09%	1,99%
Total	0,81%	0,55%	-4,99%	-19,55%	-6,01%	1,57%	1,50%	-7,06%	-9,49%	-3,45%	-2,89%	-4,74%	-3,80%

Note that travelling nurses are considered excess costs, therefore these costs are not reflected in the calculation of operational expenses and in the variance.

No provincial data