




2023-24 Goals We're Driving Measure Current Progress 2023-24 Target

SAFETY FIRST	Reduced Harm for children, youth, caregivers, volunteers, learners, staff and medical staff	# of serious safety incidents per 10,000 adjusted patient days	0
	 Violence in the Workplace	% of workplace violence incidents that are classified as severe	<6%
FASTER ACCESS	Timeliness of Care	% of patient referrals who will be seen within the clinically-indicated time frame	50%
	Capacity for Care	Difference between referrals accepted and patients completing their care	≤ 0
	Time to Inpatient Bed Efficient patient flow throughout the hospital	Time (hours @ 90th percentile) from Bed Request to leaving ED	6

2023-24 Goals We're Watching Measure 2023-24 Target

Inspiring Workplace Increased engagement of staff and medical staff	% positive score on CHEO Pulse Survey	75%
Patient Experience High satisfaction from children, youth and families	% of respondents who would "definitely recommend" CHEO	86%
Kicking the Carbon Building a more Earth-sustainable health system	% reduction in our basic carbon footprint from 2018-19	25%