

Office of the President

268 Grosvenor Street, PO Box 5777

London, ON N6A 4V2

T: 519 646-6100 ext. 64200

F: 519 646-6054

www.sjhc.london.on.ca

June 10, 2015

Lori Higgs

Vice President

Clinical Support and Chief Financial Officer

Personal and Confidential

Dear Lori:

The purpose of this letter is to share the results of the 2014/15 Quality Improvement Plan (QIP), specifically as it relates to your performance-based compensation for the 2014/15 fiscal year.

As communicated to you three percent (3%) of your annual base salary is based on St. Joseph's achieving the four targets outlined in our QIP. These four indicators carry equal weight (25% each) and each indicator has three levels of possible achievement:

- less than 50% of target achieved = no compensation awarded for that indicator
- 50%-99% or target achieved = prorated based on per cent of target achieved for that indicator
- 100% or more of target achieved = 100% of compensation awarded for that indicator

The results of the four indicators are listed below:

QIP Indicator	Current	50% of Target	Target	2014/15 final results	% Indicator Earned
Hand Hygiene (Moment 1 Hand Hygiene Compliance – based on March 2015 audit results)	89% (based on Q3 results)	92%	95%	89.2%	0%
Medication Reconciliation at inpatient admission (Percent of inpatient admissions where medication reconciliation was completed at admission average of Q3/Q4)	86% (based on Q3 audit)	90.5%	95%	85.4%	0%
Falls with injury (Parkwood Hospital and Mount Hope Centre for Long Term Care combined – quarterly average count)	137 per quarter (average of Q1-Q3)	130 per quarter	123 per quarter	123.5	96%
Seclusion and restraint use in Regional Mental Health Care London and Southwest Centre for Forensic Mental Health Care (Average quarterly total hours of combined seclusion and restraint use)	7,136 hours (average of Q1-Q3)	6,779 hours	6,422 hours	6,893 hours	0%
RESULTS ACHIEVED: 96 % of one indicator and 0% of three indicators earned					

CARING FOR THE BODY, MIND & SPIRIT SINCE 1869

Renowned for compassionate care, St. Joseph's is one of the best academic health care organizations in Canada dedicated to helping people live to their fullest by minimizing the effects of injury, disease and disability through excellence in care, teaching and research.



sjhc.london.on.ca

Lori Higgs
Page 2
Confidential

Given the corporate performance detailed above, you have earned 24% of your performance-based compensation. As such, a one-time payment of .72% of your annual base salary in the amount \$1,407.00 will be paid to you on your regular pay of June 18, 2015.

I would like to thank you for the considerable work that was done this year by the team to achieve the results outlined above. Your commitment to quality and continual improvement is evident.

Lastly, I would also like to confirm the 2015/16 annual performance based compensation goals are outlined in the St. Joseph's posted QIP.

If you have any questions please do not hesitate to contact me.

Sincerely,

Gillian Kernaghan, MD, CCFP, FCFP
President and Chief Executive Officer

cc: HR File