

**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 9, 2016

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 2015/16 Quality Improvement Plan (QIP), specifically as it relates to your performance-based compensation for the 2015/16 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 Percent of Target	Target	2015/16 final results	% Indicator Earned
Hand Hygiene (Moment 1 Hand Hygiene Compliance – based on March 2016 audit results)	89.7% (based on Q3 results)	92.4%	95%	93%	62%
Medication Reconciliation at inpatient admission (Percent of inpatient admissions where medication reconciliation was completed at admission)	84.5% (based on Q3 audit)	89.8%	95%	90.7%	58.7%
Falls with injury (Parkwood Institute – Main Building)	50.3 per quarter (average of Q1-Q3)	47.8 per quarter	45.3 per quarter	35	100%
Patient Experience: Mental Health, Complex Care (% excellent rating of overall quality) and Mount Hope LTC % "Yes" to "would you recommend facility"	Mental Health: 22.8% Complex Care: 15.6% Mount Hope: 74.7%	2.5% increase in each of the 3 sectors	5% increase in each of the 3 sectors	Mental Health 14.5% Complex Care 31.3% Mount Hope 75.9%	0% 100% 0%
		RESULTS ACHIEVED: 63 % of performance based compensation earned			

CARING FOR THE BODY, MIND &amp; 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 achieved 63% of your performance-based compensation. This amounts to 1.9% of your annual base salary in the amount of \$3,782.43. However, Bill 55, *Strong Action for Ontario Act* imposes limitations on the amount payable. As such, a one-time payment in the amount of \$3,495.34 will be paid to you on your regular pay of June 16, 2016. This represents the amount of total performance funds available (92.41%).

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 2016/17 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