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June 4, 2018

Lori Higgs

Vice President

Clinical Support and Chief Financial Officer

St. Joseph's Health Care London

Personal and Confidential

Dear Lori:

The purpose of this letter is to share the results of the 2017/18 Quality Improvement Plan (QIP), specifically as it relates to your performance-based compensation for the 2017/18 fiscal year.

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

- less than 50% of target achieved = none of the compensation at risk will be awarded for that indicator
- 50%-99% or target achieved = compensation at risk will be awarded for the indicator pro-rated
- 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	2017/18 final results	% Indicator Earned
Hand Hygiene (Moment 1 Hand Hygiene Compliance based on 2017-18 quarterly audit results and sustained results for 3 quarters)	>95%	95%	95%	95%	100%
Medication Reconciliation at Inpatient Admission (Per cent of inpatient admissions where medication reconciliation was completed at admission and sustained for 3 quarters)	>95%	95%	95%	95%	100%
Medication Reconciliation at Inpatient Discharge (Percent of inpatient discharges where medication reconciliation was complete at discharge)	64.5%	72%	80%	83%	100%
Medication Safety: Reduce Medication Errors Involving Wrong Patient/Wrong Drug	5 per quarter	2	0	4	0%
RESULTS ACHIEVED: 75% of performance based compensation earned					

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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.



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Given the corporate performance detailed above, you have achieved 75% of your performance-based compensation. This amounts to 2.25% of your annual base salary in the amount of \$4,502.89. However, Bill 55, *Strong Action for Ontario Act* imposes limitations on the amount payable. As such, a one-time payment in the amount of \$3,734.70 will be paid to you on your regular pay of June 14, 2018. This represents the amount of total performance funds available (82.94%).

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 2018/19 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,

Original signed

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

cc: HR File