

Nursing Report Card

2011 – 2012

MIS Statistical Reporting Summary for Nursing Services

*Prepared on behalf of the
Provincial Nursing MIS Steering Committee by the
Newfoundland and Labrador Centre for Health Information
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Introduction

The Nursing Report Card is a summary report developed for the Nursing Steering MIS Committee and nursing services within the Regional Health Authorities (RHAs). Its purpose is to support the efforts of the RHAs in closing existing gaps in statistical data reported by nursing services to the Provincial MIS Database. MIS Standards Consultants at the Newfoundland and Labrador Centre for Health Information (the Centre) conducted a review of data submitted by the RHAs to the Provincial MIS Database for fiscal year 2011-12. Data was evaluated in accordance with provincial reporting requirements. This report will assist the RHAs to focus and target their efforts to continuously improve the quantity and quality of MIS data for regional, provincial and national use. It will focus on findings that require further investigation or action by the RHAs.

Key Concepts of MIS Reporting

The foundation for comparable and standardized operational management information in the health care system is the Standards for Management Information Systems in Canadian Health Service Organizations (the MIS Standards). The MIS Standards are the basis for accountability reporting within the RHAs of Newfoundland and Labrador (NL) and to the Provincial MIS Database of the Department of Health and Community Services (DHCS).

Functional Centre Framework

Data is collected and reported to the Provincial MIS Database according to a hierarchical functional centre framework. Each nursing unit/program/service is considered a functional centre and is identified by a primary account code and name. To facilitate reporting and use of data, the MIS Standards organize the many functional centres of a health service organization by framework sections as follows:

- 711 Administrative and Support Services;
- 712 Nursing Inpatient/Resident Services;
- 713 Ambulatory Care Services;
- 714 Diagnostic and Therapeutic Services;
- 715 Community Health and Social Services;
- 717 Research;
- 718 Education; and
- 719 Undistributed.

Clinical nursing services are primarily found within the 712 Nursing Inpatient/Resident Services, 713 Ambulatory Care Services, 714 Diagnostic and Therapeutic Services and 715 Community Health and Social Services framework sections. Nurses may fulfill roles in the 711 Administrative and Support services, 717 Research and 718 Education areas but are rarely found in the 719 Undistributed framework section.

The MIS Standards provide clearing accounts to temporarily collect data for services that may be shared among many functional centres. Before comparative reports are prepared all clearing

accounts should be cleared of their financial and statistical data and distributed to the appropriate consuming functional centres.

In NL situations exist where a nursing functional centre may provide a combination of services, but it is not practical to report as two separate functional centres. In these cases statistics relevant to the full scope of the services provided by the functional centre may be reported, not just those expected based on the functional centre account number and title. In these circumstances RHAs can use statistics as a means of allocation to assign financial and statistical data to separate functional centres for month or yearend reporting.

Secondary Statistical Accounts-Broad Groups

Statistical data associated with functional centres is organized and reported within the MIS Standards by broad groups as noted below. Specific secondary account codes identify the type of information being reported within each grouping.

- Broad Group 1 - Workload
- Broad Group 2 - Staff Activity
- Broad Group 3 - Earned Hours
- Broad Group 4 - Service Activity And Caseload Status
- Broad Group 7 - Functional Centre Operations
- Broad Group 8 - Health Service Organization Operation and Contracted-out Services

Nursing services are expected to report earned hours and specific workload, caseload and activity statistics according to the nature of their services. These reporting requirements are summarized in Appendix A.

Broad Occupational Groups

The MIS Standards assign all staff to one (or more) of three broad occupational groups:

- Management and Operational Support Personnel (MOS);
- Unit-Producing Personnel (UPP); and
- Medical Personnel.

Broad occupational group is determined by the role of each staff member within the functional centre. Compensation (financial data) and earned hours (statistical data) are reported by broad occupational group therefore assignment of all staff to the correct group is critical. The accuracy of performance indicators (e.g. productivity and workload measurement) and analysis of that data depends on this correct assignment. For further information on broad occupational groups please refer to the MIS Reference Guide for Nursing 2012 Chapter 2.2.

Methodology

Data submitted to the Provincial MIS Database for fiscal year 2011-12 was evaluated for compliance to provincial statistical reporting requirements. A summary profile of nursing functional centres and the results of the statistical reporting analysis are presented for each RHA in a table format using the

functional centre framework to organize service activity and caseload status statistics. The 712 nursing inpatient/resident services section is further categorized by acute and long-term care sectors for ease of presentation. Functional centre operations and health service organization operations statistics follow with workload statistics addressed separately for each region. Based upon the results of this analysis, gaps or errors in current statistical reporting have been identified for action and are summarized at the end of each RHA section.

Functional centres were included in this analysis if earned hours were reported for nursing UPP and the full-time equivalent (FTE) count exceeded 0.1 FTE. All FTE calculations are based on the earned hours of nursing UPP from the following bargaining units:

- Newfoundland and Labrador Nurses Union - 10 NLNU;
- Non-union Non-management - Nursing Services - 26 NUNM – NS;
- Newfoundland and Labrador Association of Public Employees - Hospital Services LPN Personnel - 32 NAPE - HS LPN; and
- Canadian Union of Public Employees-Hospital Services LPN Personnel - 34 CUPE - HS LPN.

It is recognized that some nursing service earned hours may be reported in other bargaining units than those listed above but unfortunately those hours cannot be identified separately within the current coding structure (e.g. personal care attendants). These hours are reported in the following bargaining units:

- Newfoundland and Labrador Association of Public Employees-Hospital Services - 12 NAPE-HS; and
- Canadian Union of Public Employees-Hospital Services - 14 CUPE - HS.

The legend below illustrates the symbols that appear in tables presented throughout this report.

*	Unable to differentiate between 0 = occurred but not reported, 0 = not occurred and not reported and 0 = a true zero count. Caution should be used when interpreting findings.
+	Statistic reported; not appropriate for this functional centre.
#	Statistic reported; not required but appropriate for this functional centre
-	Statistic not applicable to this functional centre.

Table 1: Legend

Eastern Health

In 2011-12 Eastern Health submitted nursing data from 31 reporting entities comprised of 270 functional centres which employed a total of 3972.41 UPP FTE nursing personnel.

Framework Section	Nursing Functional Centres	UPP Nursing Services FTE
711 Administrative and Support Services	15	51.50
712 Nursing Inpatient/Resident Services	Acute Care	81
	Long-term Care	22
713 Ambulatory Care Services	113	665.86
714 Diagnostic and Therapeutic Services	13	28.01
715 Community and Social Services	19	253.08
717 Research	2	20.28
718 Education	5	73.72
719 Undistributed	0	0
Total	270	3972.41

Table 2: Nursing FC Profile 2011-12

711 Administrative and Support Services

The distribution of nursing personnel among the 711 framework section is noted in table 3 below.

711 Framework Section-Distribution of Nursing Personnel by Reporting Entity	
Functional Centre	FTE Count
General Hospital, HSC	
7118220 Discharge Coordination	7.79
7118520 Central Patient/Resident/Client Portering	0.69
St. Clare's Mercy Hospital	
7118520 Central Patient/Resident/Client Portering	0.26
Burin Peninsula Health Care Centre	
7113540 Reprocessing	0.39
Carbonear General Hospital	
7118220 Discharge Coordination	1.10
711854026 Road Ambulance – Board Operated	0.85
Dr. G.B. Cross Memorial Hospital	
7113540 Reprocessing	0.22
Waterford Hospital	
7111025 Utilization Management	9.06
Community Services Eastern Health	
7111051 Planning & Development – Primary Health Care	2.00
7119097 Health Records – Residual	0.36
Eastern Regional Health Authority	
7111010 Executive Offices	1.08
711105510 Infection Control	13.78
7112060 Employee Health	10.12
7113550 Printing	0.93
711902010 Medical Transcription	2.87

Table 3: Eastern Health 711 FCs with UPP Nursing Services Earned Hours 2011-12

712 Nursing Inpatient/Resident Services

Results for nursing inpatient/resident framework section are presented in three tables as this framework has three distinct reporting requirements and applications.

The distribution of UPP nursing personnel in 712 framework clearing accounts is noted in table 4. All UPP staff in 712 functional centres are required to collect workload, service activity and caseload status statistics. Assuming staff are correctly assigned to these clearing accounts and to the broad occupational group, statistics should be collected and reported in addition to the earned hours. NAPE-HS UPP FTEs have also been included in this table for broad occupational group review.

712 Clearing Accounts Reporting Nursing UPP Earned Hours			
Functional Centre	FTE Nursing Services	FTE NAPE-HS	FTE CUPE-HS
General Hospital			
71207 Nursing Inpatient/Resident Medical Resources	0.18	0	
Janeway Child Health Centre			
71207 Nursing Inpatient/Resident Medical Resources	0.13	0	
Waterford Hospital			
71207 Nursing Inpatient/Resident Medical Resources	0.11	0	
Harbour Lodge Nursing Home			
7120510 Nursing Inpatient/Resident Administration (Clearing Account)	0	0.03	0
Glenbrook Lodge			
71205 Nursing Inpatient/Resident Administration (Clearing Account)	0	0.03	.28
Peninsulas Health Care Corporation			
71205 Nursing Inpatient/Resident Administration	0.82	0	
St. John's Nursing Home Board			
7120520 Clinical Resources Nursing/Inpatient/Resident	2.99	0	
7120534 Long Term Care Administration	3.24	0	
Eastern Regional Authority			
7120512 Cardiac & Critical Care Program Administration	1.41	0	
7120514 Child Health Program Administration	0.56	0.95	
712052030 Palliative Care Team	0.80	0	
712052060 Transplant Coordination / Organ Procurement	3.20	0	
7120522 Mental Health Program Administration	2.12	0	
7120528 Perioperative Program Administration	2.07	0	
7120532 Surgery Program Administration	2.70	0	
Dr. William H. Newhook Community Health Centre			
7120510 Nursing Inpatient/Resident Administration (Clearing Account)	0	1.01	0

Table 4: Eastern Health 712 Clearing Accounts 2011-12

Tables 5 and 6 identify reporting entities with inpatient and long-term care functional centres respectively for which service activity and caseload status minimum reporting requirements were not met. All other functional centres reported the applicable statistics. Workload statistics will be discussed separately following framework sections.

712 Inpatient Service Activity and Caseload Status Statistics									
Functional Centre	Inpatient Days	OBS Visits	Mothers Delivered	Inpatient Admission	Inpatient Discharge	Inpatient Deaths	Inpatient Transfer	Facility Live Births	Stillbirths
Dr. Walter Templeman Community Health Centre (total functional centres – 1)									
7129220 Chronic Long-Term Care Nursing Unit	+	-	-	+	+	+	+	-	-
Bonavista Community Health Centre (total functional centres - 1)									
71210 Medical Nursing Unit	Yes	-	-	Yes	Yes	Yes	+	-	-
General Hospital, HSC (total functional centres - 19)									
712204040 Cardiac Step Down Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-
7124035 Burn Intensive Care Nursing Unit	No	-	-	No	No	No	No	-	-
7125020 Obstetrical Suite (Labour & Delivery)	Yes	-	Yes	Yes	Yes	*	Yes	Yes	Yes
7127520 Mental Health General Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-
Janeway Child Health Centre (total functional centres - 7)									
712201030 General Surgical Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-
7127520 Mental Health General Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-
Burin Peninsula Health Care Centre (total functional centres – 4)									
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	Yes	Yes	Yes	Yes	*	Yes	Yes	*
Leonard A. Miller Centre (total functional centres - 4)									
712801010 General Rehabilitation Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-
712801020 General Rehabilitation Nursing Unit 2	Yes	-	-	Yes	Yes	*	Yes	-	-
Waterford Hospital (total functional centres - 5)									
7127560 Mental Health Forensic Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-
712758010 Mental Health Crisis Nursing Unit 1	Yes	-	-	Yes	Yes	*	Yes	-	-
712758020 Mental Health Crisis Nursing Unit 2	Yes	-	-	Yes	Yes	*	Yes	-	-
712758040 Mental Health Crisis Nursing Unit 4	Yes	-	-	Yes	Yes	*	Yes	-	-

Table 5: Eastern Health 712 Inpatient - Service Activity and Caseload Status Statistics 2011-12

712 LTC Service Activity and Caseload Status Statistics					
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths	Resident Transfers
Placentia Health Centre (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Dr. Walter Templeman Community Health Centre (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	No	No	No	No	-
Bonavista Community Health Centre (total functional centres - 2)					
7129560: Intermediate Long-Term Care Nursing/Resident Unit	Yes	Yes	Yes	Yes	*
U.S. Memorial Community Health Centre (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Dr. G.B. Cross Memorial Hospital (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Leonard A. Miller Centre (total functional centres - 1)					
712922020 Intermediate Long-Term Care Nursing/Resident Unit	Yes	Yes	Yes	Yes	+
Waterford Hospital (total functional centres - 4)					
7127601 Mental Health Long-Term Care Resident Unit 1	Yes	Yes	Yes	*	Yes
7127604 Mental Health Long-Term Care Resident Unit 2	Yes	No	No	No	No
Agnes Pratt Home (total functional centres - 1)					
712922008 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Glenbrook Lodge (total functional centres - 1)					
712922001 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Harbour Lodge Nursing Home (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Carbonear Interfaith Citizens' Home (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Masonic Park Senior Citizens' Home (total functional centres - 1)					
712922009 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Saint Luke's Home (total functional centres - 1)					
712922004 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
St. Patrick's Mercy Home (total functional centres - 1)					
712922009 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Grand Bank Community Health Centre (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+

Table 6: Eastern Health 712 LTC - Service Activity and Caseload Status Statistics 2011-12

713 Ambulatory Care Services

There are 713 framework clearing accounts that are used by Eastern Health to report UPP nursing services as identified in table 7. All UPP staff in 713 functional centres are required to collect workload, service activity and caseload status statistics. Assuming staff are correctly assigned to this clearing account and broad occupational group, statistics should be collected and reported in addition to the earned hours. NAPE-HS UPP FTEs have also been included in this table for broad occupational group review.

713 Clearing Accounts Reporting UPP Earned Hours		
Functional Centre	FTE Nursing Services	FTE NAPE-HS
NF Cancer Treatment & Research Foundation		
7130512 Ambulatory Care Program Administration	0.15	0.08
General Hospital		
71307 Ambulatory Care Medical Resources	0.20	0.0
Janeway Child Health Centre		
71307 Ambulatory Care Medical Resources	0.13	0.0

Table 7: Eastern Health 713 Clearing Accounts 2011-12

Required service activity statistics in ambulatory functional centres are visits - face-to-face and visits - non-face-to-face; each by category of service recipient. This report does not evaluate visit - non-face-to-face as a process for reporting is still under discussion and review. Table 8 demonstrates that inpatient statistics are not reported in some ER functional centres. This information is correct assuming the ER functional centre had admissions when there was no bed available in the facility and remained in the ER department overnight as an admitted patient or was admitted to a holding bed designated in community clinics. Functional centres are only identified if required statistics have not been reported.

713 Service Activity and Caseload Status Statistics						
Functional Centre	Visits Face-to-Face	Surgical Visit	Inpatient Days	Inpatient Admission	Inpatient Discharge	Inpatient Deaths
Dr A.A. Wilkinson Memorial Health Centre (total functional centres – 1)						
71310 Emergency	Yes	-	No	No	No	No
Placentia Health Centre (total functional centres – 1)						
71310 Emergency	Yes	-	No	No	No	No
Dr. Walter Templeman Community Health Centre (total functional centres - 2)						
7131020 General Emergency	Yes	-	No	No	No	No
U.S. Memorial Health Centre (total functional centres – 1)						
71310 Emergency	Yes	-	No	No	No	No
General Hospital (total functional centres - 21)						
7131070 Emergency Mental Health Service	Yes	-	No	No	No	No
713501580 Bariatric Surgical Clinic	No	-	-	-	-	-
713502010 General Cardiology Speciality Clinic	No	-	-	-	-	-
7135025 Family Practice Specialty Clinic	No	-	-	-	-	-
Janeway Child Health Centre (total functional centres - 16)						
7131020: General Emergency	Yes	-	Yes	Yes	Yes	*
713501050 Gastroenterology Speciality Clinic	No	-	-	-	-	-
7135020 Cardiac Specialty Clinic	No	-	-	-	-	-
7135045 Neurology Specialty Clinic	No	-	-	-	-	-
St. Clare's Mercy Hospital (total functional centres - 16)						
713501035 Communicable Diseases Speciality Clinic	No	-	-	-	-	-
713508230 Forensic Specialty Clinic	No	-	-	-	-	-
Burin Peninsula Health Care Centre (total functional centres – 8)						
7131020 General Emergency	Yes	-	Yes	Yes	Yes	*

Functional Centre	Visits Face-to-Face	Surgical Visit	Inpatient Days	Inpatient Admission	Inpatient Discharge	Inpatient Deaths
713504020 Diabetes Speciality Clinic	No	-	-	-	-	-
71355 Private Clinics	No	-	-	-	-	-
Carbonear General Hospital (total functional centres – 9)						
7131020 General Emergency	Yes	-	Yes	Yes	Yes	*
7134010 Medical Speciality Day/Night Care	Yes	+	-	-	-	-
Dr. G.B. Cross Memorial Hospital (total functional centres - 4)						
713504020 Diabetes Speciality Clinic	No	-	-	-	-	-
Leonard A. Miller Centre (total functional centres - 5)						
713508220 Mental Health Assessment Specialty Clinic	No	-	-	-	-	-
Waterford Hospital (total functional centres – 10)						
713508290 ECT Specialty Clinic	No	-	-	-	-	-
713529557 External Clinic - Family Care	No	-	-	-	-	-
Saint Luke's Home (total functional centres – 1)						
7134060 Geriatrics Speciality Day/Night Care	No	-	-	-	-	-
NF Cancer Treatment & Research Foundation (total functional centres - 7)						
713407011 Oncology Specialty Day/Night Care-Chemotherapy-Clinic 1	No	-	-	-	-	-
713407013 Oncology Specialty Day/Night Care-Chemotherapy-Clinic 3	No	-	-	-	-	-
713407014 Oncology Specialty Day/Night Care-Chemotherapy-Clinic 4	No	-	-	-	-	-
713407015 Oncology Specialty Day/Night Care-Chemotherapy-Clinic 5	No	-	-	-	-	-
713407016 Oncology Specialty Day/Night Care-Chemotherapy-Clinic 6	No	-	-	-	-	-
713505501 Oncology Specialty Clinic-Palliative Care	No	-	-	-	-	-
Grand Bank Community Health Centre (total functional centres – 1)						
71310 Emergency	Yes	-	Yes	Yes	Yes	*
Dr. William H. Newhook Community Health Centre (total functional centres – 2)						
71310 Emergency	Yes	-	Yes	Yes	Yes	*

Table 8: Eastern Health 713 Ambulatory Care - Service Activity Statistics 2011-12

Telephone health services 71314 functional centre was reported through the Janeway reporting entity. Required statistic for that functional centre is incoming calls for telephone health services. This statistic was not reported.

714 Diagnostic and Therapeutic Services

There are UPP nursing services provided in the diagnostic and therapeutic framework functional centres. In general these services are provided in medical imaging departments and should be reported in nursing medical imaging functional centres 7150515**. These functional centres are expected to report service activity statistics as per other ambulatory nursing services. Required level of reporting for nursing medical imaging functional centres changed with the 2011 MIS Standards from level 4 to level 5. This will need to be reviewed and reported as 7140515**. Table 9 also identifies functional centres with UPP nursing staff; visits may be reported but a review of nursing services in some functional centres will be required.

714 Service Activity Statistics		
Functional Centre	Nursing Services FTE	Visits-Face-to-Face
General Hospital (total functional centres - 4)		
7143525 Routine/Critical Care Respiratory Services	1.26	Yes
7143542 Pulmonary Function Laboratory	1.05	Yes
71450 Physiotherapy	0.44	Yes
St. Clare's Mercy Hospital (total functional centres – 4)		
7143040 Vascular Laboratory	4.22	Yes
71435 Respiratory Services	0.23	Yes
71450 Physiotherapy	0.43	Yes
Janeway Child Health Centre (total functional centres - 3)		
7140515 Medical Imaging Nursing	1.43	No
7143020 Non-Invasive Cardiology Laboratory	0.30	Yes
Dr. G.B. Cross Memorial Hospital (total functional centres - 4)		
71450 Physiotherapy	0.12	No
Eastern Regional Health Authority (total functional centres - 1)		
7141035 Transfusion Medicine	1.0	No

Table 9: Eastern Health 714 Diagnostic and Therapeutic - Service Activity Statistics 2011-12

715 Community and Social Services

There is a significant improvement in reporting of data in 715 framework for nursing services. Table 10 identifies functional centres in community program areas where reporting gaps are identified; some level 4 accounts listed in this table may have level 5 accounts (board defined) rolled up to level 4. This report does not evaluate visits - non-face-to-face and attendance days - non-face-to-face as the process for reporting these statistics is still under review. Individuals on the waitlist while required in some 715 functional centres were not reported to the MIS Database. 7159540 Provincial Cervical Screening Program is included in this table as UPP nursing services are reported. A review of broad occupational group for this functional centre is required. Table 11 identifies reporting gaps for inpatient residential services.

715 Service Activity and Caseload Status Statistics				
Functional Centre	Visits Face-to-Face	Attendance Days Face-to-Face	New Referral	Individuals on the Wait List
Waterford Hospital (total functional centres - 2)				
7159112 Adult Mental Health Counselling Services	Yes	No	No	No
Community Services Eastern Health (total functional centres - 16)				
7159210 Placement Coordination Program	No	Yes	Yes	-
7159260 Special Assistance Program	No	No	No	No
7159530 Health Promotion and Wellness Program	No	No	-	-
7159540 Provincial Cervical Screening Program	-	-	-	-
7159550 Communicable Disease Management Program	No	No	No	-

Table 10: Eastern Health 715 Health and Community Services - Service Activity and Caseload Status Statistics 2011-12

715 Residential Service Activity and Caseload Status Statistics					
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths	Resident Transfers
Community Services Eastern Health (total functional centres - 2)					
7159136 Inpatient Treatment Services for Youth	No	No	No	No	-
7159180 Detox and/or Addictions Inpatient Treatment Centres	No	No	No	No	-

Table 11: Eastern Health 715 Residential Services Functional Centre - Service Activity and Caseload Status Statistics 2011-12

717 Research

UPP nursing personnel are found in research functional centres as illustrated in table 12 below. The provision of research services is the mandate of these functional centres rather than the provision of service recipient care. Nurses and other personnel may be included in the broad occupational group of UPP if they provide research services. Managers and support staff should be classified as MOS.

717 Research Account by Reporting Entity with UPP Nursing Services Earned Hours		
Functional Centre	UPP Nursing Services FTE	UPP NAPE-HS FTE
NF Cancer Treatment & Research Foundation		
7176040 Medical Research - Clinical Trials Research	3.28	1.01
General Hospital, Health Sciences Centre		
71760 Medical Research	17.00	0.00
Eastern Regional Integrated Health Authority		
71710 Research Administration	0.05	0.00

Table 12: Eastern Health 717 Research Accounts 2011-12

718 Education

UPP nursing personnel are found in education functional centres as illustrated in table 13 below. The provision of education services is the mandate of these functional centres rather than the provision of service recipient care. Nurses and other personnel may be included in the broad occupational group of UPP if they provide education services. Managers and support staff should be classified as MOS.

718 Education Account by Reporting Entity with UPP Nursing Services Earned Hours		
Functional Centre	UPP Nursing Services FTE	UPP NAPE-HS FTE
Carbonear General Hospital		
71840 In-service Education	2.44	1.01
Eastern Regional Health Authority		
7186010 Reg. Nursing Asst. (RNA) Formal Education Programs	9.38	0.98
7186030 Baccalaureate Nursing Formal Education Programs	52.94	2.01
7186050 Continuing Nursing Formal Education Programs	3.94	1.01
7186075 Nurse Practitioner Program	5.02	0.00

Table 13: Eastern Health 718 Education Accounts 2011-12

Other Reporting Considerations

There are UPP NAPE-HS FTEs reported in the 712, 713 and 715 framework sections. This may be appropriate as personal care attendants employed in nursing services and contributing to the service mandate should be reflected as UPP. In some cases these staff may be providing support services and should be considered MOS personnel. A broad occupation group review for this bargaining group is recommended.

Table 14 identifies functional centres that reported less than 0.1 UPP FTEs for nursing services. There are functional centres reported from the 713 framework sections that may not employ nursing personnel but should report the applicable service activity statistic. Table 15 identifies the sites and associated functional centres where visit statistics should have been reported.

Functional Centres with less than 0.1 FTE UPP Nursing Services	
Functional Centre	
Bonavista Community Health Centre	
71205 Nursing Inpatient/Resident Administration	
General Hospital,	
711854022 Dept. T&W Aircraft	
Janeway Child Health Centre	
7133020 Neuromotor Rehab. - Outpatients	
St. Clare's Mercy Hospital	
7113020 Telecommunications	
71307 Ambulatory Care Medical Resources	
7135005 Speciality Clinic Administration	
71475 Psychology	
Burin Peninsula Health Care Centre	
713529502 External Clinic - Parker's Cove	
713529503 External Clinic - Petite Forte	
713529504 External Clinic - Southeast Bight	
7143020 Non-Invasive Cardiology Laboratory	
Carbonear General Hospital	
7113540 Reprocessing	
71307 Ambulatory Care Medical Resources	
713501545 Pre-Admission Speciality Clinic	
713503510 General Gynaecology Speciality Clinic	
7135070 Pediatric Specialty Clinic	
7144010 Pharmacy Administration	
Leonard A. Miller Centre	
71475 Psychology	
Waterford Hospital	
71307 Ambulatory Care Medical Resources	
71475 Psychology	
Community Services Eastern Health	
7159311 Behaviour Management Services	
Eastern Regional Health Authority	
71125 Systems Support	

7120524 Medicine Program Administration
7130514 Emergency Care Program Administration
71710 Research Administration
71840 In-Service Education

Table 14: Eastern Health Functional Centres with less than 0.1 UPP FTE in Nursing Services 2011-12

713 Functional Centres without UPP Nursing FTEs Requiring Service Activity Statistics	
Functional Centre	Visits Face-to-Face
Dr. Walter Templeman Community Health Centre	
713501520 Dental Speciality Clinic	No
Carbonear General Hospital	
71355 Private Clinic	No
Dr. G.B. Cross Memorial Hospital	
71355 Private Clinic	No
NF Cancer Treatment & Research Foundation	
713407012 Oncology Specialty Day/Night Care - Chemotherapy-Clinic 2	No
713407020 Oncology Specialty Day/Night Care - Other Therapy	No
Community Services Eastern Health	
713529577 External Clinic - Shea Heights	No
Dr. William H. Newhook Community Health Centre	
71355 Private Clinic	No

Table 15: Eastern Health Functional Centres without UPP Nursing FTE Reported 2011-12

Functional Centre Operations Statistics

Functional centre operations statistics (broad group 7) are generated from the payroll system and reported by the finance department in most nursing functional centres as required. Table 16 identifies functional centres with reporting gaps based on applicable worked salaries reported. A review of this information will be required to identify functional centres that should have reported broad group 7 statistics but did not. The statistics are:

- 730**** Employees by Bargaining Unit and Employment Status; and
- 732** Normal Earned Hours by Bargaining Unit.

Functional Centre Operations Statistics Reporting Gaps						
Functional Centre	730 **** Employees by Bargaining Unit and Employment Status	73010** NLNU	73032** LN-NAPE	732** Normal Earned Hours	73210 NLNU	73232 LN- NAPE
Placentia Health Centre						
71310 Emergency	Yes	Yes	No	Yes	Yes	Yes
General Hospital, Health Sciences Centre						
7118520 Central Patient/Resident/Client Portering	No	-	No	Yes	-	Yes
71207 Nursing Inpatient/Resident Medical Resources	No	-	No	Yes	-	Yes
712101020 General Medical Nursing Unit 2	Yes	Yes	No	Yes	Yes	Yes
7121065 Oncology Medical Nursing Unit	Yes	Yes	No	Yes	Yes	Yes
7122010 General Surgical Nursing Unit	Yes	Yes	No	Yes	Yes	Yes
712204020 General Cardiac Surgery Nursing Unit	Yes	Yes	No	Yes	Yes	Yes
7122075 Urology Nursing Unit	Yes	Yes	No	Yes	Yes	Yes
7124035 Burn Intensive Care Nursing Unit	No	No	-	Yes	Yes	-
7127520 Mental Health General Nursing Unit	Yes	Yes	No	Yes	Yes	Yes
7131020 General Emergency	Yes	Yes	No	Yes	Yes	Yes
713506010 General Ophthalmology Specialty Clinic	Yes	Yes	No	Yes	Yes	Yes
St. Clare's Mercy Hospital						
712201010 General Surgical - Nursing Unit 1	Yes	Yes	No	Yes	Yes	Yes
71260 Operating Room	Yes	Yes	No	Yes	Yes	Yes
713506510 General Orthopaedic Specialty Clinic	Yes	Yes	No	Yes	Yes	Yes
Carbonear General Hospital						
711854026 Road Ambulance - Board Operated	No	-	No	Yes	-	Yes
71367 Day Surgery Pre- and Post-Operative Care	No	No	-	Yes	Yes	-
Burin Peninsula Health Care Centre						
7113540 Reprocessing	No	-	No	Yes	-	Yes
7131020 General Emergency	Yes	Yes	No	Yes	Yes	Yes
Dr. G.B. Cross Memorial Hospital						
7113540 Reprocessing	No	-	No	Yes	-	Yes
7120524 Medicine Program Administration	No	No	-	Yes	Yes	-
Waterford Hospital						
7131070 Emergency Mental Health Service	No	No	No	Yes	Yes	Yes
713408520 Home Dialysis(Teaching)Combined Hemo/Peritoneal Dialysis Speciality Day/Night Care	Yes	Yes	No	Yes	Yes	Yes
713529557 External Clinic - Family Care	No	No	-	Yes	Yes	-
Saint Luke's Home						
7134060 Geriatrics Speciality Day/Night Care	No	No	-	Yes	No	-
Eastern Regional Health Authority						
7113550 Printing	No	-	No	Yes	-	Yes
7120514 Child Health Program Administration	No	No	-	Yes	Yes	-
Dr. William H. Newhook Community Health Centre						
713504020 Diabetes Speciality Clinic	No	No	-	Yes	Yes	-

Table 16: Eastern Health Functional Centre Operations Statistics Reporting Gaps 2011-12

Health Service Organization Operations Statistics

The following is a list of health service organization operation (broad group 8) statistics that should be reported by inpatient/resident nursing units. These statistics are generated from the registration system and are reported by the finance department for the appropriate functional centres. The statistics are:

- 825** Beds Staffed and In Operation;
- 826 Bassinets Staffed and In Operation;
- 827** Bed Days Staffed and In Operation;
- 828 Bassinet Days Staffed and In Operation;
- 864**** Total Number of Residents in LTC Facilities by Levels of Care and Age; and
- 865** LTC Residents by Ability to Pay LTC Monthly Bed Rate.

Statistics total number of residents in LTC facilities by levels of care and age and LTC residents by ability to pay LTC monthly bed rate are reported for all applicable functional centres by Eastern Health. The former St. John's Nursing Home Board reporting entity also reported a LTC functional centre and these statistics. This is noted as unusual and should be checked for appropriateness. Table 17 identifies reporting gaps in beds/bassinets staffed and in operation and bed/bassinet days staffed and in operation. Functional centres are included in the table below only if required statistics have not been reported.

Health Service Organization Operation Statistics				
Functional Centre	825** Beds Staffed and in Operation	826 Bassinets Staffed and in Operation	827** Beds Days Staffed and in Operation	828 Bassinets Days Staffed and in Operation
Carbonear General Hospital				
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	No	Yes	No

Table 17: Eastern Health - Health Service Organization Operations Statistics Reporting Gaps 2011-12

Status of Workload Measurement Reporting

Information in this section is reflective of 712, 713, 714 and 715. In general, nurses who are unit-producing personnel in 711, 717, and 718 framework sections do not provide care to service recipients and therefore are not required to collect nursing workload data. Progress in nursing workload measurement implementation is measured by the percentage of actual nursing UPP FTEs and number of nursing functional centres reporting workload statistics to the Provincial MIS Database.

The status of workload reporting by nursing services of Eastern Health is summarized in the following charts and tables.

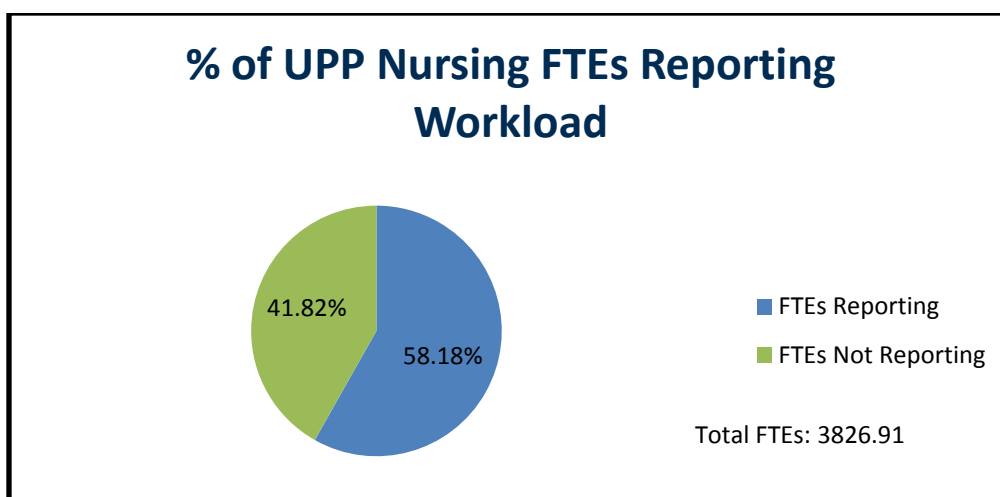


Chart 1: Eastern Health FTEs Reporting Workload to MIS Database 2011-12

Workload Reporting Compliance by % of UPP Nursing Service FTEs			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Eastern Health	47%	58%	11%
Provincial Level	30%	46%	16%

Table 18: Eastern Health FTE Workload Reporting Compliance

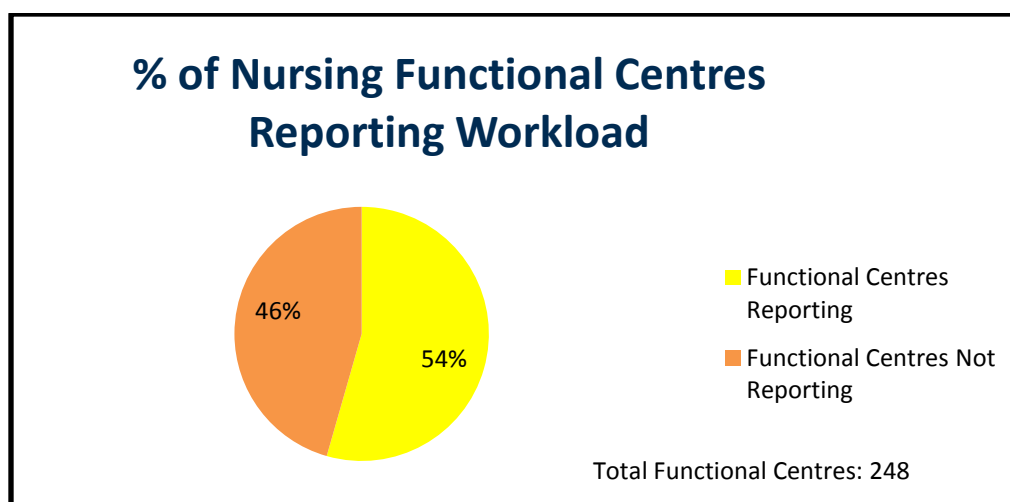


Chart 2: Eastern Health Functional Centres reporting Workload to the MIS Database 2011-12

Workload Reporting Compliance by % of Nursing Functional Centres			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Eastern Health	47%	54%	7%
Provincial	23%	33%	10%

Table 19: Eastern Health FC Workload Reporting Compliance

Eastern Health Workload Statistics				
Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
Dr. A.A. Wilkinson Memorial Health Centre	14.50	2	1.38	1
71210 Medical Nursing Unit	13.12	-	-	-
Placentia Health Centre	64.73	3	2.83	1
71210 Medical Nursing Unit	13.06	-	-	-
7129220 Chronic Long-Term Care Nursing Unit	48.84	-	-	-
Dr. Walter Templeman Community Health Centre	16.53	4	16.53	4
Bonavista Community Health Centre	83.22	4	10.78	1
71210 Medical Nursing Unit (Inpatient)	15.02	-	-	-
7129220 Chronic Long-Term Care Nursing Unit	44.37	-	-	-
7129560: Intermediate Long-Term Care Nursing/Resident Unit	13.05	-	-	-
U.S. Memorial Community Health Centre	35.36	2	3.40	1
7129220 Chronic Long-Term Care Nursing Unit	31.96	-	-	-
General Hospital, Health Sciences Centre	938.04	45	771.47	29
71207 Nursing Inpatient/Resident Medical Resources	0.18	-	-	-
7124035 Burn Intensive Care Nursing Unit	0.91	-	-	-
71260 Operating Room	51.03	-	-	-
71265 Post-Anaesthetic Recovery Room	19.70	-	-	-
71307 Ambulatory Care Medical Resources	0.20	-	-	-
7134037 Cardiac Catheterization Laboratory Specialty Day/Night Care	21.26	-	-	-
7134070 Oncology Specialty Day/Night Care	2.62	-	-	-
713408510 Hemodialysis Specialty Day/Night Care	24.83	-	-	-
713501545 Pre-Admission Specialty Clinic	7.57	-	-	-
713501580 Bariatric Surgical Clinic	0.73	-	-	-
713502010 General Cardiology Specialty Clinic	1.55	-	-	-
7135025 Family Practice Specialty Clinic	3.61	-	-	-
7135043 Endocrinology Specialty Clinic	1.65	-	-	-
71369 Day Surgery Comb Operating & Post-Anesthetic Recovery Room & Pre- & Post-Op Care	28.42	-	-	-
7143525 Routine/Critical Care Respiratory Services	1.26	-	-	-
7143542 Pulmonary Function Laboratory	1.05	-	-	-
Janeway Child Health Centre	310.50	28	236.44	20
71207 Nursing Inpatient/Resident Medical Resources	0.13	-	-	-
7124070 Pediatric Intensive Care Nursing Unit	22.43	-	-	-
71260 Operating Room	21.25	-	-	-
71307 Ambulatory Care Medical Resources	0.13	-	-	-
7131020 General Emergency	27.42	-	-	-
7135045 Neurology Specialty Clinic	0.97	-	-	-
7140515 Medical Imaging Nursing	1.43	-	-	-
7143020 Non-Invasive Cardiology Laboratory	0.30	-	-	-
St. Clare's Mercy Hospital	443.52	31	330.05	21
71260 Operating Room	27.56	-	-	-
71265 Post-Anaesthetic Recovery Room	17.09	-	-	-
7131020 General Emergency	45.81	-	-	-

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
713408510 Hemodialysis Speciality Day/Night Care	3.42	-	-	-
713501545 Pre-Admission Speciality Clinic	5.71	-	-	-
713508230 Forensic Specialty Clinic	1.58	-	-	-
7135095 Rheumatology Specialty Clinic	1.02	-	-	-
71367 Day Surgery Pre- and Post-Operative Care	6.83	-	-	-
7143040 Vascular Laboratory	4.22	-	-	-
71435 Respiratory Services	0.23	-	-	-
Burin Peninsula Health Care Centre	88.19	12	2.02	2
71230 Combined Medical/Surgical Nursing Unit	29.30	-	-	-
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	10.69	-	-	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	11.49	-	-	-
71262 Combined Operating Room and Post-Anesthetic Recovery Room	8.66			
7131020 General Emergency	15.00			
7134070 Oncology Speciality Day/Night Care	1.57			
7134085 Renal Dialysis Speciality Day/Night Care	5.67	-	-	-
713501545 Pre-Admission Speciality Clinic	0.57	-	-	-
7135097 Clinics - Residual Specialty Clinic	2.35	-	-	-
71367 Day Surgery Pre- and Post-Operative Care	0.87	-	-	-
Carbonear General Hospital	151.07	14	39.38	2
712101060 General Medical Nursing Unit 6	23.96	-	-	-
7122010 General Surgical Nursing Unit	8.04	-	-	-
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	18.71	-	-	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	16.08			
71262 Combined Operating Room and Post-Anesthetic Recovery Room	9.51			
7131020 General Emergency	17.12			
7134010 Medical Speciality Day/Night Care	7.03	-	-	-
7134085 Renal Dialysis Speciality Day/Night Care	10.46	-	-	-
713501075 Pain Management Speciality Clinic	0.10	-	-	-
7135070 Pediatric Specialty Clinic	0.10	-	-	-
7135097 Clinics - Residual Specialty Clinic	0.26	-	-	-
71367 Day Surgery Pre- and Post-Operative Care	0.32	-	-	-
Dr. G.B. Cross Memorial Hospital	105.65	10	2.37	3
71230 Combined Medical/Surgical Nursing Unit	28.39	-	-	-
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	11.80	-	-	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	11.34	-	-	-
71262 Combined Operating Room and Post-Anesthetic Recovery Room	8.78			
7129220 Chronic Long-Term Care Nursing Unit	22.54			
7131020 General Emergency	17.49			
7135097 Clinics - Residual Specialty Clinic	2.94			
Leonard A. Miller Centre	148.83	10	148.38	9
713506510 General Orthopaedic Specialty Clinic	0.49	-	-	-
Waterford Hospital	335.95	22	288.91	19

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
71207 Nursing Inpatient/Resident Medical Resources	0.11	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	42.19	-	-	-
7159112 Adult Mental Health Counselling Services	4.74	-	-	-
Harbour Lodge Nursing Home	74.35	1	0	0
7129220 Chronic Long-Term Care Nursing Unit	74.35	-	-	-
Carbonear Interfaith Citizens' Home	41.00	1	0	0
7129220 Chronic Long-Term Care Nursing Unit	41.00	-	-	-
Glenbrook Lodge	43.25	1	0	0
7129220 Chronic Long-Term Care Nursing Unit	43.25	-	-	-
St. Patrick's Mercy Home	120.20	1	120.20	1
Pentecostal Senior Citizens' Home	29.32	1	0	0
7129220 Chronic Long-Term Care Nursing Unit	29.32	-	-	-
Agnes Pratt Home	77.25	1	0	0
712922008 Chronic Long-Term Care Nursing Unit	77.25	-	-	-
Masonic Park Senior Citizens' Home	17.12	1	0	0
712922009 Chronic Long-Term Care Nursing Unit		-	-	-
Saint Luke's Home	58.43	2	1	0.39
712922004 Chronic Long-Term Care Nursing Unit	58.04	-	-	-
NF Cancer Treatment & Research Foundation	43.81	7	1.01	2
7130512 Ambulatory Care Program Administration	0.15			
713407011 Oncology Speciality Day/Night Care	4.10			
713407013 Oncology Speciality Day/Night Care	27.06			
713407014 Oncology Speciality Day/Night Care	6.55			
713407015 Oncology Speciality Day/Night Care	3.76			
713407016 Oncology Speciality Day/Night Care	0.50			
713505501 Oncology Specialty Clinic-Palliative Care	1.69			
Hoyles	127.53	3	0	0
712922019 Chronic Long-Term Care Nursing Unit	54.67	-	-	-
712922021 Chronic Long-Term Care Nursing Unit	35.37	-	-	-
712922023 Chronic Long-Term Care Nursing Unit	37.49	-	-	-
Escasoni	109.58	3	0	0
712922020 Chronic Long-Term Care Nursing Unit	58.40	-	-	-
712922025 Chronic Long-Term Care Nursing Unit	41.44	-	-	-
712922028 Chronic Long-Term Care Nursing Unit	9.74	-	-	-
Major's Path Clinics	23.23	6	23.23	6
Community Services Eastern Health	252.05	18	228.40	13
713408510 Hemodialysis Speciality Day/Night Care	8.04	-	-	-
7159260 Special Assistance Program	1.01	-	-	-
7159530 Health Promotion and Wellness Program	6.74	-	-	-
7159540 Provincial Cervical Screening Program	1.74	-	-	-
7159550 Communicable Disease Management Program	6.02	-	-	-
Peninsulas Health Care Corporation	0.82	1	0	0
71205 Nursing Inpatient/Resident Administration	0.82	-	-	-

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
St. John's Nursing Home Board	6.23	2	0	0
7120520 Clinical Resources Nursing/Inpatient/Resident	2.99	-	-	-
7120534 Long Term Care Administration	3.24	-	-	-
Eastern Regional Health Authority	13.86	8	0	0
7120512 Cardiac & Critical Care Program Administration	1.41	-	-	-
7120514 Child Health Program Administration	0.56	-	-	-
712052030 Palliative Care Team	0.80	-	-	-
712052060 Transplant Coordination / Organ Procurement	3.20			
7120522 Mental Health Program Administration	2.12			
7120528 Perioperative Program Administration	2.07			
7120532 Surgery Program Administration	2.70	-	-	-
7141035 Transfusion Medicine	1.00	-	-	-
Grand Bank Community Health Centre	44.30	2	0	0
7129220 Chronic Long-Term Care Nursing Unit	31.74	-	-	-
71310 Emergency	12.56	-	-	-
Dr. William H. Newhook Community Health Centre	8.49	2	0.27	1
71310 Emergency	8.22	-	-	-

Table 20: Eastern Health Workload Statistics

Eastern Health Recommendations

The preceding section gives detail and information on reporting gaps in Eastern Health. The following checklist can be used to focus efforts and address reporting concerns.

- ☐ Review the assignment of UPP nursing personnel in the 711 functional centres identified in table 3 for accurate assignment to functional centre and broad occupational group.
- ☐ Review the assignment of UPP nursing personnel to the clearing accounts identified in table 4 and table 7 to ensure accurate assignment to functional centre and broad occupational group.
- ☐ Ensure all relevant statistics are recorded throughout the year for each clearing account.
- ☐ Review the results coded with the symbols * and + in table 5 and 6 for appropriateness and accuracy in the context of the specified functional centre.
- ☐ Review inpatient statistics as reported in LTC primary account by Dr. Walter Templeman Community Health Centre for appropriateness (table 5). Allocations should be completed in period 13 to separate acute care from LTC reporting.
- ☐ Ensure all relevant statistics for ambulatory care and diagnostic and therapeutic services are reported to the Provincial MIS Database table 8, 9 and 15. The reporting of visits- face-to-face is particularly important for data use and analysis.
- ☐ Ensure incoming calls for telephone health services is reported in 71314 primary account telephone health services.
- ☐ Review and revise the primary account used to identify the nursing medical imaging functional centre. The minimum reporting level was changed in 2011 from Level 4 (7140515) to level 5 (714051505).
- ☐ Review the reporting of nursing services in therapeutic functional centres other than medical imaging nursing table 9.
- ☐ Ensure all relevant statistics available in community framework are reported to the Provincial MIS Database (table 10). Review individuals on wait list statistic and report if available.
- ☐ Ensure resident stats are reported in community functional centres if residential services are operational as identified in table 11.

- ☐ Review broad occupational group assignment of UPP nursing staff in primary account 7159540 Provincial Cervical Screening.
- ☐ Review the assignment of NAPE-HS personnel to the correct broad occupational group in 717 functional centres (table 12).
- ☐ Review the assignment of NAPE-HS personnel to the correct broad occupational group in 718 functional centres (table 13).
- ☐ Review the reporting of nursing UPP FTE as identified in table 14 to ensure nursing personnel are correctly expensed to the functional centres.
- ☐ Review the assignment of UPP NAPE-HS personnel in all nursing functional centres for correct broad occupational group assignment. Personal care attendants providing service recipient activities should be reported as UPP. Any NAPE-HS staff supporting the mandate of the functional centre should be considered MOS.
- ☐ Review the functional centres identified in table 16 and identify functional centres where statistics are required but not reported.
- ☐ Review the reporting requirements for the functional centres identified in table 17 and ensure required broad group 8 statistics are collected and reported in the future.
- ☐ Continue with nursing workload measurement system implementation as a by-product of electronic documentation throughout the region. Where alternate data collection methods are used ensure the data is reported internally and to the Provincial MIS Database.

Central Health

In 2011-12 Central Health submitted nursing data from 15 reporting entities comprised of 118 functional centres which employed a total of 1040.37 UPP FTE nursing personnel.

Framework Section	Nursing Functional Centres	UPP Nursing Services FTE
711 Administrative and Support Services	7	15.05
712 Nursing Inpatient/Resident Services	Acute care	409.24
	Long-term care	341.76
713 Ambulatory Care Services	26	145.48
714 Diagnostic and Therapeutic Services	5	4.82
715 Community and Social Services	39	120.64
717 Research	0	0
718 Education	1	3.38
719 Undistributed	0	0
Total	118	1040.37

Table 21: Nursing FC Profile 2011-12

711 Administrative and Support Services

The distribution of nursing personnel among the 711 framework section is noted in table 22 below.

711 Framework Section-Distribution of Nursing Personnel by Reporting Entity	
Functional Centre	FTE Count
Green Bay Community Health Centre	
711854026 Road Ambulance - Board Operated	0.76
Central Regional Health Authority	
7111050: Planning & Development	0.75
7111051 Planning & Development - Primary Health Care	0.94
711105510 Infection Control	3.76
711109701 General Administration - Residual	1.26
7112060 Employee Health	2.01
71125 Systems Support	5.57

Table 22: Central Health 711 FCs with UPP Nursing Services Earned Hours 2011-12

712 Nursing Inpatient/Resident Services

Results for nursing inpatient/resident framework section are presented in three tables as this framework has three distinct reporting requirements and applications.

The distribution of UPP nursing personnel in 712 framework clearing accounts is noted in table 23. All UPP staff in 712 functional centres are required to collect workload, service activity and caseload status statistics. Assuming staff are correctly assigned to these clearing accounts and to the broad occupational group, statistics should be collected and reported in addition to the earned hours. The provincial account 71299 Nursing Float Staff should be cleared prior to submission to Provincial MIS Database. NAPE-HS UPP FTEs have also been included in this table for broad occupational group review.

712 Clearing Accounts Reporting UPP Earned Hours		
Functional Centre	FTE Nursing Services	FTE NAPE-HS
James Paton Memorial Hospital		
71205 Nursing Inpatient/Resident Administration	0.99	0
7129920 RNA's (Provincial CA)	4.48	2.85
7129930 Permanent Floaters(Provincial CA)	3.40	0
Green Bay Community Health Centre		
71207 Nursing Inpatient/Resident Medical Resource	0	3.82
Baie Verte Peninsula Health Centre		
71299 Nursing Float Staff	0.55	0
Central Newfoundland Regional Health Centre		
7120510 Nursing Inpatient/Resident Administration	2.09	0
71299 Nursing Float Staff (Provincial CA)	17.75	0.44

Table 23: Central Health 712 Clearing Accounts 2011-12

Tables 24 and 25 identify reporting entities with inpatient and long-term care functional centres respectively for which service activity and caseload status minimum reporting requirements were not met. All other functional centres reported the applicable statistics. Workload statistics will be discussed separately following framework sections.

712 Inpatient Service Activity and Caseload Status Statistics									
Functional Centre	Inpatient Days	OBS Visits	Mothers Delivered	Inpatient Admission	Inpatient Discharge	Inpatient Deaths	Inpatient Transfer	Facility Live Births	Stillbirths
A.M. Guy Memorial Health Centre (total functional centres - 1)									
7129220 Chronic Long-Term Care Nursing Unit	+	-	-	+	+	+	-	-	-
James Paton Memorial Hospital (total functional centres - 6)									
7125090: Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	*
Fogo Island Hospital (total functional centres - 1)									
7129220 Chronic Long-Term Care Nursing Unit	+	-	-	+	+	+	-	-	-
Notre Dame Bay Memorial Health Centre (total functional centres - 2)									
71230 Combined Medical/Surgical Nursing Unit	Yes	-	-	Yes	Yes	Yes	*	-	-
71280 Rehabilitation Nursing/Resident Unit	Yes	-	-	Yes	Yes	*	*	-	-
Central Newfoundland Regional Health Centre (total functional centres – 8)									
7125090: Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	Yes	Yes	Yes	Yes	*	Yes	Yes	Yes
71270 Pediatric Nursing Unit	No	-	-	No	No	No	No	-	-
7127595 Mental Health and Addiction Services Combined Nursing Unit	Yes	-	-	Yes	Yes	*	Yes	-	-

Table 24: Central Health 712 Inpatient - Service Activity and Caseload Status Statistics 2011-12

712 LTC Service Activity and Caseload Status Statistics					
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths	Resident Transfers
Dr. Hugh Twomey Health Care Centre (total functional centres - 3)					
712922040 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	*	Yes
Connaigre Peninsula Health Centre (total functional centres - 1)					
71230 Combined Medical/Surgical Nursing Unit	+	No	No	No	-
Lakeside Homes (total functional centres - 3)					
712922040 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	*	Yes

Table 25: Central Health 712 LTC - Service Activity and Caseload Status Statistics 2011-12

713 Ambulatory Care Services

Required service activity statistics in ambulatory functional centres are visits - face-to-face and visits - non-face-to-face; each by category of service recipient. This report does not evaluate visit - non-face-to-face as a process for reporting is still under discussion and review. Table 26 demonstrates that inpatient statistics are not reported in some ER functional centres. This information is correct assuming the ER functional centre had admissions when there was no bed available in the facility and remained in the ER department overnight as an admitted patient. Functional centres are only identified if required statistics have not been reported.

In the provincial chart of accounts there is a combined ER/specialty clinic account number 71315 where visits are reported as either a clinic visit or ER visit. This account must be cleared in period 13 prior to submission to the Provincial MIS Database to 71310 ER and 71350** speciality clinic using the visit data for allocation. Although the visit statistic was reported in this functional centre the minimum reporting requirement was not met in Central Health and is reflected in the following table.

713 Service Activity and Caseload Status Statistics					
Functional Centre	Visits Face-to-Face	Inpatient Days	Inpatient Admission	Inpatient Discharge	Inpatient Deaths
Green Bay Community Health Centre (total functional centres - 1)					
71352 External Clinics	No	-	-	-	-
Baie Verte Peninsula Health Centre (total functional centres - 3)					
71310 Emergency	Yes	No	No	No	No
7135017 Combined Medical/Surgical Specialty Clinic	No	-	-	-	-
713529541 External Clinic - LaScie	No	-	-	-	-
James Paton Memorial Hospital (total functional centres - 6)					
71310 General Emergency	Yes	No	No	No	No
713504020 Diabetes Speciality Clinic	No	-	-	-	-
71367 Day Surgery Pre- and Post-Operative Care	No	-	-	-	-
Brookfield Bonnews Health Centre (total functional centres - 2)					
71315 Combined Emergency/Speciality Clinics	No	No	No	No	No
713529518 External Clinic	No	-	-	-	-
Fogo Island Hospital (total functional centres - 1)					
71315 Combined Emergency/Speciality Clinics	No	No	No	No	No
Notre Dame Bay Memorial Health Centre (total functional centres - 2)					
71315 Combined Emergency/Speciality Clinics	No	No	No	No	No
713529524 External Clinic - Virgin Arm	No	-	-	-	-
Central Newfoundland Regional Health Centre (total functional centres – 7)					
71310 Emergency	Yes	No	No	No	No
713501095 Nephrology Speciality Clinic	No	-	-	-	-
Connaigre Peninsula Health Centre (total functional centres – 3)					
713529520 External Clinic - Hermitage	No	-	-	-	-
713529521 External Clinic - Mose Ambrose	No	-	-	-	-
713529522: External Clinic - Bay D'Espoir Clinic	No	-	-	-	-

Table 26: Central Health 713 Ambulatory Care - Service Activity Statistics 2011-12

714 Diagnostic and Therapeutic Services

There are UPP nursing services provided in the diagnostic and therapeutic framework functional centres. In general these services are provided in medical imaging departments and should be reported in nursing medical imaging functional centres 7140515**. These functional centres are expected to report service activity statistics as per other ambulatory nursing services. It is inappropriate to have nursing services reported in medical imaging functional centres 71415 **. Required level of reporting for nursing medical imaging functional centres changed with the 2011 MIS Standards from level 4 to level 5. This will need to be reviewed and reported as 7140515**.

714 Service Activity Statistics	
Functional Centre	Visits-Face-to-Face
James Paton Memorial Hospital (total functional centres – 1)	
7141570 Magnetic Resonance Imaging	-
Central Newfoundland Regional Health Centre (total functional centres – 3)	
7140515 Medical Imaging Nursing	No
7141510 Medical Imaging - Administration(Clearing Account)	-
7141518 Radiography	-
Connaigre Peninsula Health Centre (total functional centres – 3)	
71485 Recreation	No

Table 27: Central Health 714 Diagnostic and Therapeutic - Service Activity Statistics 2011-12

715 Community and Social Services

There is a significant under reporting of data in 715 framework for nursing services. Some of this information may be available in the region but it was not reported to Provincial MIS Database in 2011-12. Table 28 identifies functional centres in community program areas; some level 4 accounts listed in this table may have level 5 accounts (board defined) rolled up to level 4. This report does not evaluate visits - non-face-to-face and attendance days - non-face-to-face as the process for reporting these statistics is still under review. Central Health did not report any residential service statistics in the community framework as noted in table 29.

715 Service Activity and Caseload Status Statistics				
Functional Centre	Visits Face-to-Face	Attendance Days Face-to-Face	New Referral	Individuals on Wait List
Central Regional Health and Community Services (total functional centres - 39)				
7159105 Mental Health/Addictions Case Management (5 FC)	No	No	No	No
7159106 Assertive Community Treatment Team (ACTT)	No	No	No	No
715910799 Early Psychosis Program	No	No	No	No
715911101 Child/Youth Mental Health Counselling Services	No	No	No	No
7159112 Adult Mental Health Counselling Services (3 FC)	No	No	No	No
7159221 Home/Community Nursing Services (11 FC)	No	No	No	No
715924761 Transition Home/Shelter Services	No	No	No	No
7159510 Public Health Nursing Program (11 FC)	No	No	No	No
7159530 Health Promotion and Wellness Program (3 FC)	No	No	No	No
715954099 Provincial Cervical Screening Program	No	No	No	No
715955099 Communicable Disease Management Program	No	No	No	No

Table 28: Central Health 715 Health and Community Services - Service Activity and Caseload Status Statistics 2011-12

715 Residential Service Activity and Caseload Status Statistics					
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths	Resident Transfers
Central Regional Health and Community Services					
715913699 Inpatient Treatment Services for Youth	No	No	No	No	-

Table 29: Central Health 715 Residential Services Functional Centre - Service Activity and Caseload Status Statistics 2011-12

718 Education

UPP nursing personnel are found in education functional centres as illustrated in table 30 below. The provision of education services is the mandate of these functional centres rather than the provision of service recipient care. Nurses and other personnel may be included in the broad occupational group of UPP if they provide education services. Managers and support staff should be classified as MOS.

718 Education Account by Reporting Entity with UPP Nursing Services Earned Hours		
Functional Centre	UPP Nursing Services FTE	UPP NAPE-HS FTE
Central Regional Health Authority		
71840 In-service Education	3.38	0

Table 30: Central Health 718 Education Accounts 2011-12

Other Reporting Considerations

There are UPP NAPE-HS FTEs reported in the 712, 713 and 715 framework sections. This may be appropriate as personal care attendants employed in nursing services and contributing to the service mandate should be reflected as UPP. In some cases these staff may be providing support services and should be considered MOS personnel. A broad occupation group review for this bargaining group is recommended.

Table 31 identifies functional centres that reported less than 0.1 UPP FTEs for nursing services. There are functional centres reported from the 713 framework sections that may not employ nursing personnel but should report the applicable service activity statistic. Table 32 identifies the sites and associated functional centres where visit statistics should have been reported.

Functional Centres with less than 0.1 FTE UPP Nursing
Functional Centre
Green Bay Community Health Centre
7111051 Planning & Development - Primary Health Care
713406080 Geriatric Social Support Speciality Day/Night Care
Baie Verte Peninsula Health Centre
71450 Physiotherapy
James Paton Memorial Hospital
713501095 Nephrology Speciality Clinic
7141041 Anatomical Pathology
Notre Dame Bay Memorial Health Centre
71130 Communications
711854026 Road Ambulance - Board Operated
Central NF Regional Health Centre
71455 Occupational Therapy
Connaigre Peninsula Health Centre
71410 Clinical Laboratory
North Haven Manor Senior Citizens' Home
71450 Physiotherapy

Table 31: Central Health Functional Centres with less than 0.1 UPP FTE in Nursing Services 2011-12

713 Functional Centres without UPP Nursing FTEs Requiring Service Activity Statistics	
Functional Centre	Visits Face-to-Face
Green Bay Community Health Centre	
713406080 Geriatric Social Support Speciality Day/Night	No
James Paton Memorial Hospital	
713501095 Nephrology Speciality Clinic	No
7135055 Oncology Specialty Clinic	No
713508520 Amputee Specialty Clinic	No
Brookfield Bonnews Health Centre	
713529510 External Clinic - Carmanville	No
713529511 External Clinic - Centreville	No
713529512 External Clinic - Eastport	No
713529513 External Clinic - Glovertown	No
713529514 External Clinic - Gambo	No
713529516 External Clinic - Gander Bay	No
713529517 External Clinic - Hare Bay	No
713529519 External Clinic - St. Brendan's	No
Fogo Island Hospital	
713529570 External Clinic - Change Island	No
North Haven Manor Senior Citizens' Home	
713529523 External Clinic - Lewisporte Clinic	No

Table 32: Central Health Functional Centres without UPP Nursing FTE Reported 2011-12

Functional Centre Operations Statistics

Functional centre operations statistics (broad group 7) are generated from the payroll system and reported by the finance department in most nursing functional centres as required. Table 33 identifies functional centres with reporting gaps based on applicable worked salaries reported. A review of this information will be required to identify functional centres that should have reported broad group 7 statistics but did not. The statistics are:

- 730**** Employees by Bargaining Unit and Employment Status; and
- 732** Normal Earned Hours by Bargaining Unit.

Functional Centre Operations Statistics Reporting Gaps								
Functional Centre	730 **** Employees by Bargaining Unit and Employment Status	73010** NLNU	73026** NS- NUNM	73034** LN-CUPE	732** Normal Earned Hours	73210 NLNU	73226 NS- NUNM	73234 LN- CUPE
Green Bay Community Health Centre								
711854026 Other External Patient/Resident/Client Transport	No	No	-	No	Yes	No	-	Yes No
Baie Verte Peninsula Health Centre								
71230 Combined Medical/Surgical Nursing Unit	Yes	No	-	Yes	Yes	Yes	-	Yes
James Paton Memorial Hospital								
7124030 Combined Medical/Surgical Intensive Care Unit	Yes	Yes	-	No	Yes	Yes	-	Yes
Notre Dame Bay Memorial Health Centre								
71280 Rehabilitation Nursing Unit	No	-	-	No	Yes	-	-	Yes
Central NF Regional Health Centre								
7124030 Combined Medical/Surgical Intensive Care Unit	Yes	Yes	-	No	Yes	Yes	-	Yes
Connaigre Peninsula Health Centre								
713529520 External Clinic - Hermitage	Yes	Yes	-	No	Yes	Yes	-	Yes
Central Regional Health Authority								
711109701 General Administration - Residual	Yes	Yes	-	No	Yes	Yes	-	No

Table 33: Central Health Functional Centre Operations Statistics Reporting Gaps 2011-12

Health Service Organization Operations Statistics

The following is a list of health service organization operation (broad group 8) statistics that should be reported by inpatient/resident nursing units. These statistics are generated from the registration system and are reported by the finance department for the appropriate functional centres. The statistics are:

- 825** Beds Staffed and In Operation;
- 826 Bassinets Staffed and In Operation;
- 827** Bed Days Staffed and In Operation;
- 828 Bassinet Days Staffed and In Operation;
- 864**** Total Number of Residents in LTC Facilities by Levels of Care and Age; and
- 865** LTC Residents by Ability to Pay LTC Monthly Bed Rate.

Statistics total number of residents in LTC facilities by levels of care and age and LTC residents by ability to pay LTC monthly bed rate are reported for all applicable functional centres by Central Health. Table 34 identifies reporting gaps in beds/bassinets staffed and in operation and bed/bassinet days staffed and in operation. Functional centres are included in the table below only if required statistics have not been reported.

Health Service Organization Operation Statistics				
Functional Centre	825** Beds Staffed and in Operation	826 Bassinets Staffed and in Operation	827** Beds Days Staffed and in Operation	828 Bassinets Days Staffed and in Operation
James Paton Memorial Hospital				
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	Yes	Yes	No
Central NF Regional Health Centre				
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	Yes	Yes	No
71270 Paediatric Nursing Unit	No	-	No	-
Central Regional Health and Community Services				
715913699 Inpatient Treatment Centre for Youth	No	-	No	-

Table 34: Central Health - Health Service Organization Operations Statistics Reporting Gaps 2011-12

Status of Workload Measurement Reporting

Information in this section is reflective of 712, 713, 714, and 715 functional centres. In general, nurses who are unit-producing personnel in 711 and 718 framework sections do not provide care to service recipients and therefore are not required to collect nursing workload data. Progress in nursing workload measurement implementation is measured by the percentage of actual nursing UPP FTEs and number of nursing functional centres reporting workload statistics to the Provincial MIS Database.

The status of workload reporting by nursing services of Central Health is summarized in the following charts and tables. It is important to note that Central Health did not report non-service recipient workload units therefore this analysis is based on service recipient workload units only. This is noted as a reporting gap as both service and non-service recipient workload units are required.

% of UPP Nursing FTEs Reporting Workload

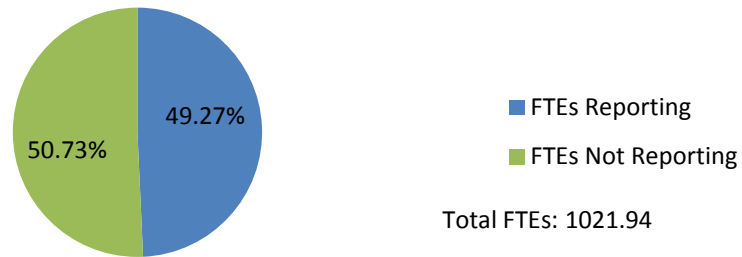


Chart 3: Central Health FTEs Reporting Workload to MIS Database 2011-12

Workload Reporting Compliance by % of UPP Nursing Service FTEs			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Central Health	<1	49%	49%
Provincial Level	30%	46%	16%

Table 35: Central Health FTE Workload Reporting Compliance

% of Nursing Functional Centres Reporting Workload

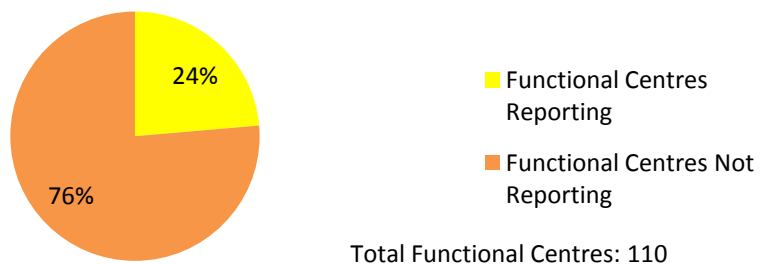


Chart 4: Central Health Functional centres reporting Workload to the MIS Database 2011-12

Workload Reporting Compliance by % of Nursing Functional Centres			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Central Health	<1	24%	24%
Provincial	23%	33%	10%

Table 36: Central Health FC Workload Reporting Compliance

Central Health Workload Statistics					
Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
Green Bay Community Health Centre	60.09	3	44.87	1	No
71230 Combined Medical/Surgical Nursing Unit	14.25	-	-	-	No
71352 External Clinics	0.97	-	-	-	No
Baie Verte Peninsula Health Centre	33.66	6	0	0	No
71230 Combined Medical/Surgical Nursing Unit	8.68	-	-	-	No
71299 Nursing Float Staff	0.55	-	-	-	No
7129220 Chronic Long-Term Care Nursing Unit	15.26	-	-	-	No
71310 Emergency	4.81	-	-	-	No
7135017 Combined Medical/Surgical Specialty Clinic	3.26	-	-	-	No
713529541 External Clinic – LaScie	1.10	-	-	-	No
A.M. Guy Memorial Health Centre	17.53	1	0	0	No
7129220 Chronic Long-Term Care Nursing Unit	17.53	-	-	-	No
Dr. Hugh Twomey Health Care Centre	59.27	4	0	0	No
712922010 Chronic Long-Term Care Nursing Unit	22.49	-	-	-	No
712922020 Chronic Long-Term Care Nursing Unit	16.45	-	-	-	No
7129580 Supervisory/Limited Personal Long-Term Care Nursing/Resident Unit	19.38	-	-	-	No
71310 Emergency	0.95	-	-	-	No
James Paton Memorial Hospital	191.11	16	113.37	5	No
71205 Nursing Inpatient/Resident Administration	0.99	-	-	-	No
71262 Combined Operating Room and Post-Anesthetic Recovery Room	16.55	-	-	-	No
7129920 RNA's	4.48	-	-	-	No
7129930 Permanent Floaters	3.40	-	-	-	No
71310 Emergency	20.93				No
7134055 Endoscopy Speciality Day/Night Care	6.30				No
7134085 Renal Dialysis Speciality Day/Night Care	10.59				No
7135017 Combined Medical/Surgical Specialty Clinic	6.60				No
713504020 Diabetes Speciality Clinic	2.52				No
71367 Day Surgery Pre- and Post-Operative Care	4.39				No
7141570 Magnetic Resonance Imaging	0.99				No
Brookfield Bonnews Health Centre	45.27	4	41.16	2	No
71315 Combined Emergency/Speciality Clinics	3.02	-	-	-	-
713529518 External Clinic - Musgrave Harbour	1.09	-	-	-	-
Fogo Island Hospital	20.34	1	20.34	1	No
Notre Dame Bay Memorial Health Centre	53.64	5	43.86	3	No
71315 Combined Emergency/Speciality Clinics	7.33	-	-	-	No
713529524 External Clinic - Virgin Arm	2.45	-	-	-	No
Central NF Regional Health Centre	244.06	20	158.00	9	No
71205 Nursing Inpatient/Resident Administration	2.09	-	-	-	No
71262 Combined Operating Room and Post-Anesthetic Recovery Room	10.70	-	-	-	No
71299 Nursing Float Staff	17.75	-	-	-	No
71310 Emergency	23.81	-	-	-	No

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
7134055 Endoscopy Speciality Day/Night Care	5.24	-	-	-	No
713408510 Hemodialysis Speciality Day/Night Care	14.81	-	-	-	No
713501095 Nephrology Speciality Clinic	0.95	-	-	-	No
7135017 Combined Medical/Surgical Specialty Clinic	4.25	-	-	-	No
71367 Day Surgery Pre- and Post-Operative Care	4.26	-	-	-	No
7141510 Medical Imaging - Administration	2.02	-	-	-	No
7141518 Radiography	0.18	-	-	-	No
Connaigre Peninsula Health Centre	33.96	5	23.38	2	-
713529520 External Clinic - Hermitage	1.24	-	-	-	No
713529521 External Clinic - Mose Ambrose	2.10	-	-	-	No
713529522 External Clinic - Bay D'Espoir Clinic	8.24	-	-	-	No
Carmelite House Senior Citizens' Home	38.64	1	0	0	No
7129220 Chronic Long-Term Care Nursing Unit	38.64	-	-	-	No
Lakeside Homes	59.56	3	59.56	3	No
North Haven Manor Senior Citizens' Home	44.17	2	0	0	No
7129220 Chronic Long-Term Care Nursing Unit	41.92	-	-	-	No
71310 Emergency	2.25	-	-	-	No
Central Regional Health & Community Services	120.64	39	0	0	No
715910504 Mental Health/Addictions Case Management	1.01	-	-	-	No
715910505 Mental Health/Addictions Case Management	1.02	-	-	-	No
715910506 Mental Health/Addictions Case Management	1.01	-	-	-	No
715910508 Mental Health/Addictions Case Management	1.01	-	-	-	No
715910509 Mental Health/Addictions Case Management	1.00	-	-	-	No
715910699 Assertive Community Treatment Team (ACTT)	2.00	-	-	-	No
715910799 Early Psychosis Program	0.99	-	-	-	No
715911101 Child/Youth Mental Health Counselling Services	0.93	-	-	-	No
715911201 Adult Mental Health Counselling Services	1.00	-	-	-	No
715911203 Adult Mental Health Counselling Services	1.00	-	-	-	No
715911204 Adult Mental Health Counselling Services	1.00	-	-	-	No
715922101 Home/Community Nursing Services	5.57	-	-	-	No
715922102 Home/Community Nursing Services	3.51	-	-	-	No
715922103 Home/Community Nursing Services	3.70	-	-	-	No
715922104 Home/Community Nursing Services	7.60	-	-	-	No
715922105 Home/Community Nursing Services	3.32	-	-	-	No
715922106 Home/Community Nursing Services	2.76	-	-	-	No
715922108 Home/Community Nursing Services	3.14	-	-	-	No
715922109 Home/Community Nursing Services	11.75	-	-	-	No
715922110 Home/Community Nursing Services	2.87	-	-	-	No
715922111 Home/Community Nursing Services	3.83	-	-	-	No
715922151 Home/Community Nursing Services	9.51	-	-	-	No
715924761 Transition Home/Shelter Services	5.02	-	-	-	No
715951001 Public Health Nursing Program	5.03	-	-	-	No
715951002 Public Health Nursing Program	4.01	-	-	-	No
715951003 Public Health Nursing Program	3.93	-	-	-	No

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
715951004 Public Health Nursing Program	8.97	-	-	-	No
715951005 Public Health Nursing Program	3.83	-	-	-	No
715951006 Public Health Nursing Program	3.70	-	-	-	No
715951007 Public Health Nursing Program	0.39	-	-	-	No
715951008 Public Health Nursing Program	3.03	-	-	-	No
715951009 Public Health Nursing Program	3.97	-	-	-	No
715951010 Public Health Nursing Program	0.68	-	-	-	No
715951011 Public Health Nursing Program	2.04	-	-	-	No
715953034 Health Promotion and Wellness Program	0.19	-	-	-	No
715953081 Health Promotion and Wellness Program	0.26	-	-	-	No
715953099 Health Promotion and Wellness Program	3.84	-	-	-	No
715954099 Provincial Cervical Screening Program	1.00	-	-	-	No
715955099 Communicable Disease Management Program	1.22	-	-	-	No

Table 37: Central Health Workload Statistics 2011-12

Central Health Recommendations

The preceding section gives detail and information on reporting gaps in Central Health. The following checklist can be used to focus efforts and address reporting concerns.

- ☐ Review the assignment of UPP nursing personnel in the functional centres identified in table 22 for accurate assignment to functional centre and broad occupational group.
- ☐ Review the assignment of UPP nursing personnel to the clearing accounts identified in table 23 to ensure accurate assignment to functional centre and broad occupational group.
- ☐ Ensure all relevant statistics are recorded throughout the year for each clearing account.
- ☐ Report service activity and caseload status statistics in pediatric nursing unit functional centre as noted in table 24.
- ☐ Review inpatient statistics as reported in long-term care primary accounts by A.M. Guy Memorial Health Centre and Fogo Island Hospital for appropriateness (table 24). Allocations should be completed in period 13 to separate LTC from acute care reporting.
- ☐ Review the results coded with the symbols * and + in table 24 and 25 for appropriateness and accuracy in the context of the specified functional centre.
- ☐ Review resident statistics as reported in inpatient primary account by Connaigre Peninsula Health Centre for appropriateness (table 25). Allocations should be completed in period 13 to separate LTC from acute care reporting.
- ☐ Ensure all relevant statistics for ambulatory care and diagnostic and therapeutic services are reported to the Provincial MIS Database tables 26, 27 and 32. The reporting of visits- face-to-face is particularly important for data use and analysis.
- ☐ Ensure visit statistics for combined ER/specialty clinic (provincial clearing account) is reported at the required level of detail. Visit face-to-face emergency room and visit face-to-face clinic visit is the reporting level requirement. Allocations can be made in period 13 to the appropriate functional centres when this data is available.
- ☐ Ensure all ER functional centres report inpatient statistics if admissions occur and stay overnight in the ER department (table 26).

- ☐ Review and revise the primary account used to report nursing services in medical imaging functional centres. Also the minimum reporting level for medical imaging nursing was changed in 2011 from Level 4 (7140515) to level 5 (714051505) table 27.
- ☐ Ensure all relevant statistics available in community framework are reported to the Provincial MIS Database (table 28).
- ☐ Ensure resident stats are reported in community functional centres if residential services are operational (table 29).
- ☐ Review the assignment of staff to 715924761 transition home/shelter services as this level functional centre should only have direct client costs.
- ☐ Review the reporting of UPP FTE as identified in table 31 to ensure nursing personnel are correctly expensed to the functional centres.
- ☐ Review the assignment of UPP NAPE-HS personnel in all nursing functional centres for correct broad occupational group assignment. Personal care attendants providing service recipient activities should be reported as UPP. Any NAPE-HS staff supporting the mandate of the functional centre should be considered MOS.
- ☐ Review the functional centres identified in table 33 and identify functional centres where statistics are required but not reported.
- ☐ Review the reporting requirements for the functional centres identified in table 34 and ensure required broad group 8 statistics are collected and reported in the future.
- ☐ Continue with nursing workload measurement system implementation as a by-product of electronic documentation throughout the region; develop a plan for implementation of non-service recipient workload data collection. Where alternate data collection methods are used ensure the data is reported internally and to the Provincial MIS Database.

Western Health

In 2011-12 Western Health submitted nursing data from 12 reporting entities comprised of 108 functional centres which employed a total of 990.67 UPP FTE nursing personnel.

Framework Section	Nursing Functional Centres	UPP Nursing Services FTE
711 Administrative and Support Services	11	18.94
712 Nursing Inpatient/Resident Services	Acute care	438.92
	Long-term care	270.06
713 Ambulatory Care Services	29	129.08
714 Diagnostic and Therapeutic Services	2	6.05
715 Community and Social Services	27	98.01
717 Research	0	0
718 Education	4	30.69
719 Undistributed	1	1.93
Total	108	990.67

Table 38: Nursing Functional Centre Profile 2011-12

711 Administrative and Support Services

The distribution of nursing personnel among the 711 framework section is noted in table 39 below.

711 Framework Section-Distribution of Nursing Personnel by Reporting Entity	
Functional Centre	FTE Count
Bonne Bay Health Centre	
711854040 Other External Patient/Resident/Client Transport	0.12
Western Memorial Hospital	
711854040 Other External Patient/Resident/Client Transport	0.66
Sir Thomas Roddick Hospital	
711105510 Infection Control	1.13
711854040 Other External Patient/Resident/Client Transport	0.45
Dr. Charles L. LeGrow Health Centre	
711854040 Other External Patient/Resident/Client Transport	0.25
Western Regional Health & Community Services	
711105102 Primary Health Care - Development and Coordination	1.01
711105105 Primary Health Care - Development and Coordination	0.65
Western Regional Health Authority	
711105510 Infection Control	3.90
711109704 General Administration - Residual	6.95
711206097 Employee Health - Residual	1.96
711254010 Systems Development	1.87

Table 39: Western Health 711 Functional Centre Framework Distribution of UPP Nursing Personnel 2011-12

712 Nursing Inpatient/Resident Services

Results for the nursing inpatient/resident framework section are presented in three tables as this framework has three distinct reporting requirements and applications.

The distribution of UPP nursing personnel in 712 framework clearing accounts is noted in table 40. All UPP staff in the 712 functional centres are required to collect workload, service activity and caseload status statistics. Assuming staff are correctly assigned to these clearing accounts and to the broad occupational group, statistics should be collected and reported in addition to the earned hours. CUPE-HS UPP FTEs have also been included in this table for broad occupational group review.

712 Clearing Accounts Reporting UPP Earned Hours		
Functional Centre	FTE Nursing Services	FTE CUPE-HS
Western Memorial Hospital		
7120597 Nursing Administration - Residual	0	8.41
Bay St. George Senior Citizens' Home		
7120510 Nursing Inpatient/Resident Administration	0	1.19
Corner Brook LTC		
7120510 Nursing Inpatient/Resident Administration	0	1.40
Western Regional Health Authority		
7120520 Clinical Resources Nursing/Inpatient/Resident	2.11	0

Table 40: Western Health 712 Clearing Accounts Reporting UPP Earned Hours 2011-12

Tables 41 and 42 identify reporting entities with inpatient and long-term care functional centres respectively for which service activity and caseload status minimum reporting requirements were not met. All other functional centres reported the applicable statistics. Workload statistics will be discussed separately following framework sections.

712 Inpatient Service Activity and Caseload Status Statistics								
Functional Centre	Inpatient Days	Surgical Visits	RARR Visits	OBS Visits	Inpatient Admission	Inpatient Discharge	Inpatient Deaths	Inpatient Transfer
Western Memorial Hospital (total functional centres - 13)								
7128010 General Rehabilitation Nursing Unit	Yes	-	-	-	Yes	Yes	*	Yes
7126520 General Recovery Room	-	+	No	-	-	-	-	-
Sir Thomas Roddick Hospital (total functional centres - 4)								
71262 Combined OR and PARR	-	Yes	No	-	-	-	-	-
Rufus Guinchard Health Centre (total functional centres - 1)								
7121010 General Medical Nursing Unit	Yes	-	-	-	Yes	Yes	Yes	+

Table 41: Western Health 712 Inpatient - Service Activity and Caseload Status Statistics 2011-12

712 LTC Service Activity and Caseload Status Statistics					
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths	Resident Transfers
Bonne Bay Health Centre (total functional centres - 1)					
7121010 General Medical Nursing Unit	+	+	+	+	-
Calder Health Centre – (total functional centres - 1)					
7121010 General Medical Nursing Unit	+	+	+	+	-
Rufus Guinchard Health Centre (total functional centres - 1)					
7129220 Chronic Long-Term Care Nursing Unit	Yes	Yes	Yes	Yes	+
Corner Brook LTC (total functional centres - 6)					
712922060 Chronic LTC Nursing Unit	Yes	Yes	Yes	*	Yes

Table 42: Western Health 712 LTC - Service Activity and Caseload Status Statistics 2011-12

713 Ambulatory Care Services

Required service activity statistics in ambulatory functional centres are visits - face-to-face and visits - non-face-to-face; each by category of service recipient. This report does not evaluate visit - non-face-to-face as a process for reporting is still under discussion and review. Table 43 demonstrates that inpatient statistics are not reported in some ER functional centres. This information is correct assuming the ER functional centre had admissions when there was no bed available in the facility and remained in the ER department overnight as an admitted patient. Functional centres are only identified if required statistics have not been reported.

713 Service Activity and Caseload Status Statistics						
Functional Centre	Visits Face-to-Face	Surgical Visit	Inpatient Days	Inpatient Admission	Inpatient Discharge	Inpatient Deaths
Bonne Bay Health Centre (total functional centres - 3)						
7131020 General Emergency	No	-	No	No	No	No
Calder Health Centre (total functional centres - 2)						
7131020 General Emergency	No	-	No	No	No	No
Western Memorial Hospital (total functional centres - 12)						
713408550 Peritoneal Dialysis Speciality Day/Night Care	No	-	-	-	-	-
713501095 Nephrology Speciality Clinic	No	-	-	-	-	-
713501555 Transplant Surgical Speciality Clinic	No	-	-	-	-	-
713506010 General Ophthalmology Specialty Clinic	No	-	-	-	-	-
713508210 Mental Health General Specialty Clinic	No	-	-	-	-	-
7135097 Clinics - Residual Specialty Clinic	No	-	-	-	-	-
71367 Day Surgery Pre- and Post-Operative Care	No	+	-	-	-	-
Sir Thomas Roddick Hospital (total functional centres - 5)						
7131020 General Emergency	Yes	-	No	No	No	No
713501010 General Medical Speciality Clinic	No	-	-	-	-	-
713501560 Urology Speciality Clinic	No	-	-	-	-	-
Dr. Charles L. LeGrow Health Centre (total functional centres - 6)						
7131020 General Emergency	Yes	-	No	No	No	No
Rufus Guinchard Health Centre (total functional centres - 1)						
7131020 General Emergency	Yes	-	No	No	No	No

Table 43: Western Health 713 Ambulatory Care - Service Activity Statistics 2011-12

714 Diagnostic and Therapeutic Services

There are UPP nursing services provided in the diagnostic and therapeutic framework functional centres. In general these services are provided in medical imaging departments. Nurses in these functional centres are expected to report service activity statistics as per other ambulatory nursing services. Required level of reporting for nursing medical imaging functional centres changed with the 2011 MIS Standards from level 4 to level 5. This will need to be reviewed and reported as 7140515**.

714 Service Activity Statistics	
Functional Centre	Visits-Face-to-Face
Western Memorial Hospital (total functional centres - 2)	
7140515 Medical Imaging Nursing	No
714152010 Screening Mammography	No

Table 44: Western Health 714 Diagnostic and Therapeutic - Service Activity Statistics 2011-12

715 Community and Social Services

There is a significant under reporting of data in 715 framework for nursing services. Some of this information may be available in the region but it was not reported to Provincial MIS Database in 2011-12. Table 45 identifies functional centres in community program areas while table 46 identifies residential services programs. Level 4 accounts listed in table 45 may have level 5 accounts (board defined) rolled up to level 4. This report does not evaluate visits - non-face-to-face and attendance days - non-face-to-face as the process for reporting these statistics is still under review.

715 Service Activity and Caseload Status Statistics				
Functional Centre	Visits Face-to-Face	Attendance Days Face-to-Face	New Referral	Individuals on Wait List
Western Regional Health and Community Services (total functional centres - 25)				
7159105 Mental Health/Addictions Case Management (2 FC)	No	No	No	No
7159106 Assertive Community Treatment Team (ACTT)	No	No	No	No
715910701 Early Psychosis Program	No	No	No	No
715911038 Mental Health Counselling Program	No	No	No	No
715917042 Addictions Methadone Treatment Program	No	No	No	No
715921042 Placement Coordination Program	No	No	No	No
7159221 Home/Community Nursing Services (8 FC)	No	No	No	No
715923001 Home Support Program	No	No	No	No
7159510 Public Health Nursing Program (4 FC)	No	No	No	No
715953044 Health Promotion and Wellness Program	No	No	No	No
715955042 Communicable Disease Management Program	No	No	No	No
7159560 Chronic Disease Management Program (3 FC)	No	No	No	No

Table 45: Western Health 715 Health and Community Services - Service Activity and Caseload Status Statistics 2011-12

715 Residential Service Activity and Caseload Status Statistics					
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths	Resident Transfers
Corner Brook Protective Community Residences (total functional centres - 1)					
715922137 Home/Community Nursing Services	Yes	Yes	Yes	Yes	+
Humberwood Centre (total functional centres - 1)					
715918042 Detox and/or Addictions Inpatient Treatment Centres	No	No	No	No	-

Table 46: Western Health 715 Residential Services Functional Centre - Service Activity and Caseload Status Statistics 2011-12

718 Education

UPP nursing personnel are found in education functional centres as illustrated in table 47 below. The provision of education services is the mandate of these functional centres rather than the provision of service recipient care. Nurses and other personnel may be included in the broad occupational group of UPP if they provide education services. Managers and support staff should be classified as MOS. CUPE-HS UPP FTEs have also been included in this table for broad occupational group review.

718 Education Account by Reporting Entity with UPP Nursing Services Earned Hours		
Functional Centre	UPP Nursing Services FTE	UPP CUPE-HS FTE
Western Memorial Hospital		
7184020 Nursing Inpatient Service In-Service	2.01	0
7186030 Baccalaureate Nursing Formal Education Programs	22.70	0.05
Corner Brook LTC		
7184020 Nursing Inpatient Service In-Service	0.51	0
Western Regional Health Authority		
71840 In-service Education	5.44	6.93

Table 47: Western Health 718 Education Accounts 2011-12

719 Undistributed

There are 1.93 UPP nursing services FTEs reported in the undistributed framework. These hours should be reviewed for appropriateness in relation to the functional centre definition.

719 Undistributed with UPP Nursing Services Earned Hours	
Functional Centre	UPP FTE Nursing services
Bay St. George Senior Citizen's Home	
7191085 Meals on Wheels	1.93

Table 48: Western Health 719 Undistributed Accounts 2011-12

Other Reporting Considerations

There are UPP CUPE-HS FTEs reported in the 712, 713 and 715 framework sections. This may be appropriate as personal care attendants employed in nursing services and contributing to the service mandate should be reflected as UPP. In some cases these staff may be providing support services and should be considered MOS personnel. A broad occupation group review for this bargaining group is recommended.

Table 49 identifies functional centres that reported less than 0.1 UPP FTEs for nursing services. There are functional centres reported from the 713 framework sections that may not employ nursing personnel but should report the applicable service activity statistic. Table 50 identifies the sites and associated functional centres where visit statistics should have been reported.

Functional Centres with less than 0.1 FTE UPP Nursing Services	
Functional Centre	
Bonne Bay Health Centre	
713529543 External Clinic - Trout River	
Calder Health Centre	
711854040 Other External Patient/Resident/Client Transport	
Western Memorial Hospital	
7112097 Personnel Services/Human Resources - Residual	
7120524 Medicine Program Administration	
713501010 General Medical Speciality Clinic	
713506040 Fluorescein Specialty Clinic	
Dr. Charles L. LeGrow Health Centre	
71262 Combined Operating Room and Post-Anesthetic Recovery Room	
Rufus Guinchard Health Centre	
711854040 Other External Patient/Resident/Client Transport	
Bay St. George Senior Citizen's Home	
711206020 Back Injury Prevention Program	

Table 49: Western Health Functional Centres with less than 0.1 UPP FTE in Nursing Services 2011-12

713 Functional Centres without UPP Nursing FTEs Requiring Service Activity Statistics	
Functional Centre	Visits Face-to-Face
Western Memorial Hospital	
7135045 Neurology Speciality Clinic	No
713501010 General Medical Speciality Clinic	No
7135055 Oncology Specialty Clinic	No
713506040 Fluorescein Specialty Clinic	No
713508520 Amputee Specialty Clinic	No
Sir Thomas Roddick Hospital	
713508210 Mental Health General Specialty Clinic	No
713408520 Home Dialysis (Teaching) Combined Hemo/Peritoneal Dialysis Speciality Day/Night Care	No

Table 50: Western Health Functional Centres without UPP Nursing FTE Reported 2011-12

Functional Centre Operations Statistics

Functional centre operations statistics (broad group 7) are generated from the payroll system and reported by the finance department in most nursing functional centres as required. Table 51 identifies functional centres with reporting gaps based on applicable worked salaries reported. A review of this information will be required to identify functional centres that should have reported broad group 7 statistics but did not. The statistics are:

- 730**** Employees by Bargaining Unit and Employment Status; and
- 732** Normal Earned Hours by Bargaining Unit.

Functional Centre Operations Statistics Reporting Gaps								
Functional Centre	730 **** Employees by Bargaining Unit and Employment Status	73010** NLNU	73026** NS- NUNM	73034** LN-CUPE	732** Normal Earned Hours	73210 NLNU	73226 NS- NUNM	73234 LN- CUPE
Bonne Bay Health Centre								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
7129220 Chronic Long-Term Care Nursing Unit	Yes	No	-	Yes	Yes	No	-	Yes
713529531 External Clinic - Cow Head	No	No	-	-	No	No	-	-
713529536 External Clinic - Parson's Pond	No	No	-	-	No	No	-	-
Calder Health Centre								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
7129220 Chronic Long-Term Care Nursing Unit	Yes	No	-	Yes	Yes	No	-	Yes
713529537 External Clinic – Ramea	No	No	-	No	No	No	-	No
Western Memorial Hospital								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
71290 Palliative Nursing/Resident Unit	Yes	Yes	-	No	Yes	Yes	-	No
713501095 Nephrology Speciality Clinic	No	No	-	-	No	No	-	-
713501560 Urology Speciality Clinic	No	No	-	-	No	No	-	-
713506010 General Ophthalmology Specialty Clinic	No	No	-	-	No	No	-	-
7135097 Clinics - Residual Specialty Clinic	No	-	-	No	No	-	-	No
Sir Thomas Roddick Hospital								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
71230 Combined Medical/Surgical Nursing Unit	Yes	Yes	-	No	Yes	Yes	-	No
713501560 Urology Speciality Clinic – NLNU	Yes	Yes	-	No	Yes	Yes	-	No
Dr. Charles L. LeGrow Health Centre								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
713408510 Hemodialysis Speciality Day/Night Care	Yes	Yes	-	No	Yes	Yes	-	No
713529507 External Clinic – Codroy	No	No	-	-	No	No	-	-
713529508 External Clinic - Petites & Lapoile	No	No	-	-	No	No	-	-
713529509 External Clinic - Rose Blanche	No	No	-	-	No	No	-	-

Functional Centre	730 **** Employees by Bargaining Unit and Employment Status	73010** NLNU	73026** NS- NUNM	73034** LN-CUPE	732** Normal Earned Hours	73210 NLNU	73226 NS- NUNM	73234 LN- CUPE
Rufus Guinchard Health Centre								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
7129220 Chronic Long-Term Care Nursing Unit	No	No	-	No	No	No	-	No
Bay St. George Senior Citizen's Home								
7191085 Meals On Wheels	Yes	-	No	-	No	-	No	No
Corner Brook Protective Community Residences								
715922137 Home/Community Nursing Services	Yes	No	-	Yes	Yes	No	-	Yes

Table 51: Western Health Functional Centre Operations Statistics Reporting Gaps 2011-12

Health Service Organization Operation Statistics

The following is a list of health service organization operation (broad group 8) statistics that should be reported by inpatient/resident nursing units. These statistics are generated from the registration system and are reported by the finance department for the appropriate functional centres. The statistics are:

- 825** Beds Staffed and In Operation;
- 826 Bassinets Staffed and In Operation;
- 827** Bed Days Staffed and In Operation;
- 828 Bassinet Days Staffed and In Operation;
- 864**** Total Number of Residents in LTC Facilities by Levels of Care and Age; and
- 865** LTC Residents by Ability to Pay LTC Monthly Bed Rate.

Statistics total number of residents in LTC facilities by levels of care and age and LTC residents by ability to pay LTC monthly bed rate are reported for all applicable functional centres by Western Health. Table 52 identifies reporting gaps in beds/bassinets staffed and in operation and bed/bassinet days staffed and in operation. Functional centres are included in the table below only if required statistics have not been reported.

Health Service Organization Operation Statistics				
Functional Centre	825** Beds Staffed and in Operation	826 Bassinets Staffed and in Operation	827** Beds Days Staffed and in Operation	828 Bassinets Days Staffed and in Operation
Western Memorial Hospital				
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	No	Yes	No
Humberwood Centre				
715918042 Detox and/or Addictions Inpatient Treatment Centres	No	-	No	-
Corner Brook LTC				
712922080 Chronic Long-Term Care Nursing Unit	No	-	Yes	-

Table 52: Western Health - Health Service Organization Operations Statistics Reporting Gaps 2011-12

Status of Workload Measurement Reporting

Information in this section is reflective of 712, 713, 714, 715 and 719 functional centres. In general, nurses who are unit-producing personnel in 711, 717, and 718 framework sections do not provide care to service recipients and therefore are not required to collect nursing workload data. It is unusual to see UPP nursing services FTEs reported in a 719 functional centre but it is included in this analysis because Western Health reported in this framework. Progress in nursing workload measurement implementation is measured by the percentage of actual nursing UPP FTEs and number of nursing functional centres reporting workload statistics to the Provincial MIS Database. For 2011-12, the only nursing functional centre to report workload data was 7140515 medical imaging nursing of Western Memorial Hospital (3.92 UPP FTE's). The status of workload reporting by nursing services of Western Health is summarized in the following charts and tables.

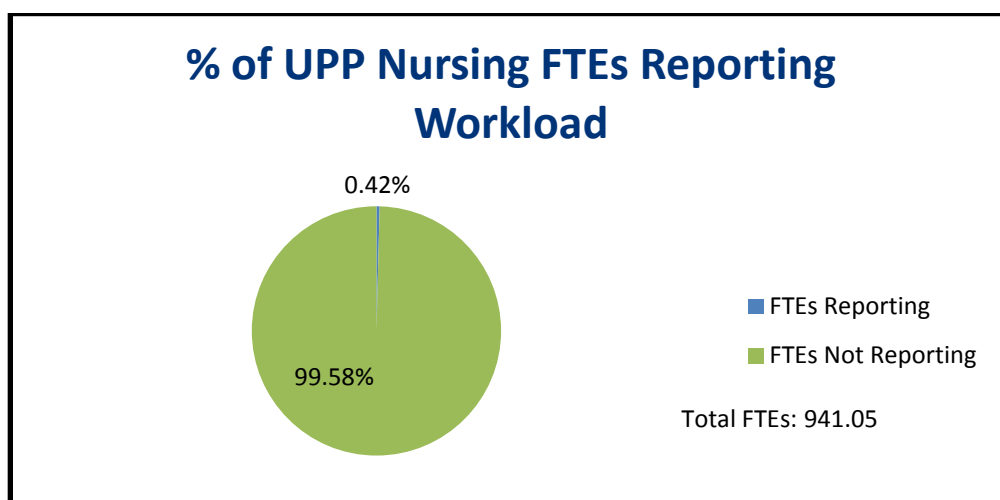
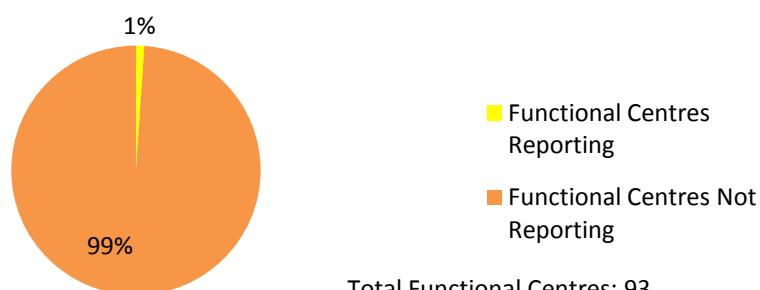


Chart 5: Western Health FTEs Reporting Workload to MIS Database 2011-12

Workload Reporting Compliance by % of UPP Nursing Service FTEs			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Western Health	<1%	<1%	0%
Provincial Level	30%	46%	16%

Table 53: Western Health FTE Workload Reporting Compliance

% of Nursing Functional Centres Reporting Workload



Total Functional Centres: 93

Chart 6: Western Health Functional centres reporting Workload to the MIS Database 2011-12

Workload Reporting Compliance by % of Nursing Functional Centres			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Western Health	1%	1%	0%
Provincial	23%	33%	10%

Table 54: Western Health FC Workload Reporting Compliance

Western Health Workload Statistics				
Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
Bonne Bay HC	23.50	5	0	0
7121010 General Medical Nursing Unit	9.29	-	-	-
7129220 Chronic Long-Term Care Nursing Unit	11.38	-	-	-
7131020 General Emergency	2.43	-	-	-
713529531 External Clinic - Cow Head	0.20	-	-	-
713529536 External Clinic - Parson's Pond	0.20	-	-	-
Calder Health Centre	23.37	4	0	0
7121010 General Medical Nursing Unit	8.84	-	-	-
7129220 Chronic Long-Term Care Nursing Unit	11.46	-	-	-
7131020 General Emergency	1.12	-	-	-
713529537 External Clinic - Ramea	1.95	-	-	-
Western Memorial Hospital	405.06	27	3.92	1
712101010 General Medical Nursing Unit 1	36.71	-	-	-
712101020 General Medical Nursing Unit 2	36.91	-	-	-
712101030 General Medical Nursing Unit 3	17.53	-	-	-
712201020 General Surgical Nursing Unit 2	28.05	-	-	-
712201030 General Surgical Nursing Unit 3	41.55	-	-	-
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	32.74	-	-	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	27.05	-	-	-

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
7126020 General Operating Room	17.94	-	-	-
7126520 General Recovery Room	11.49	-	-	-
71270 Pediatric Nursing Unit	22.70	-	-	-
7127520 Mental Health General Nursing Unit	26.39	-	-	-
7128010 General Rehabilitation Nursing/Resident Unit	11.35	-	-	-
71290 Palliative Nursing/Resident Unit	12.27	-	-	-
7131020 General Emergency	27.61	-	-	-
7134010 Medical Speciality Day/Night Care	4.95	-	-	-
7134055 Endoscopy Speciality Day/Night Care	10.57	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	19.53	-	-	-
713408550 Peritoneal Dialysis Speciality Day/Night Care	0.68	-	-	-
713501095 Nephrology Speciality Clinic	1.13	-	-	-
713501555 Transplant Surgical Speciality Clinic	0.64	-	-	-
713501560 Urology Speciality Clinic	0.22	-	-	-
713506010 General Ophthalmology Specialty Clinic	0.31	-	-	-
713508210 Mental Health General Specialty Clinic	2.47	-	-	-
7135097 Clinics - Residual Specialty Clinic	0.43	-	-	-
71367 Day Surgery Pre- and Post-Operative Care	7.80	-	-	-
714152010 Screening Mammography	2.13	-	-	-
Sir Thomas Roddick Hospital	94.11	9	0	0
7121010 General Medical Nursing Unit	30.50	-	-	-
71230 Combined Medical/Surgical Nursing Unit	21.85	-	-	-
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	6.22	-	-	-
71262 Combined Operating Room and Post-Anesthetic Recovery Room	9.09	-	-	-
7131020 General Emergency	13.85	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	7.05	-	-	-
713501010 General Medical Speciality Clinic	3.96	-	-	-
713501560 Urology Speciality Clinic	0.56	-	-	-
7135055 Oncology Specialty Clinic	1.02	-	-	-
Dr. Charles L. Legrow Health Centre	49.54	8	0	0
71230 Combined Medical/Surgical Nursing Unit	17.32	-	-	-
7129220 Chronic Long-Term Care Nursing Unit	17.93	-	-	-
7131020 General Emergency	8.15	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	4.31	-	-	-
7135055 Oncology Specialty Clinic	1.15	-	-	-
713529507 External Clinic - Codroy	0.39	-	-	-
713529508 External Clinic - Petites & Lapoile	0.10	-	-	-
713529509 External Clinic - Rose Blanche	0.19	-	-	-
Rufus Guinchard Health Centre	25.36	3	0	0
7121010 General Medical Nursing Unit	11.03	-	-	-
7129220 Chronic Long-Term Care Nursing Unit	11.22	-	-	-
7131020 General Emergency	3.11	-	-	-
Bay St. George Senior Citizens Home	74.42	3	0	0
712922010 Chronic Long-Term Care Nursing Unit	37.14	-	-	-

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL
712922020 Chronic Long-Term Care Nursing Unit	35.35	-	-	-
7191085 Meals On Wheels	1.93	-	-	-
Humberwood Centre	0.60	1	0	0
715918042 Detox and/or Addictions Inpatient Treatment Centres	0.60	-	-	-
Corner Brook Protective Community Residences	11.13	1	0	0
715922137 Home/Community Nursing Services	11.13	-	-	-
Corner Brook Long Term Care	145.58	6	0	0
712922020 Chronic Long-Term Care Nursing Unit	34.70	-	-	-
712922030 Chronic Long-Term Care Nursing Unit	34.69	-	-	-
712922040 Chronic Long-Term Care Nursing Unit	35.77	-	-	-
712922060 Chronic Long-Term Care Nursing Unit	16.46	-	-	-
712922070 Chronic Long-Term Care Nursing Unit	15.72	-	-	-
712922080 Chronic Long-Term Care Nursing Unit	8.24	-	-	-
Western Regional Health & Community Services	86.28	25	0	0
715910534 Mental Health/Addictions Case Management	1.09			
715910535 Mental Health/Addictions Case Management	1.84			
7159106 Assertive Community Treatment Team (ACTT)	2.22			
715910701 Early Psychosis Program - Board Defined	1.02			
715911038 Mental Health Counselling Program	0.22			
715917042: Addictions Methadone Treatment Program	1.01			
715921042: Placement Coordination Program	1.01			
715922101: Home/Community Nursing Services	0.51			
715922102: Home/Community Nursing Services	4.02			
715922103: Home/Community Nursing Services	1.93			
715922104: Home/Community Nursing Services	2.21			
715922134: Home/Community Nursing Services	3.28			
715922135: Home/Community Nursing Services	8.25			
715922137: Home/Community Nursing Services	11.34			
715922140: Home/Community Nursing Services	4.40			
715923001 Home Support Program	0.72			
715951034 Public Health Nursing Program	4.76			
715951035 Public Health Nursing Program	8.17			
715951037 Public Health Nursing Program	11.85			
715951040 Public Health Nursing Program	8.87			
715953044 Health Promotion and Wellness Program	1.88			
715955042: Communicable Disease Management Program	2.21			
715956034: Chronic Disease Management Program	1.00			
715956035: Chronic Disease Management Program	1.08			
715956037: Chronic Disease Management Program	1.39			
Western Regional Health Authority	2.11	1	0	0
7120520 Clinical Resources Nursing/Inpatient/Resident	2.11	-	-	-

Table 55: Western Health Workload Statistics 2011-12

Western Health Recommendations

The preceding section gives detail and information on reporting gaps in Western Health. The following checklist can be used to focus efforts and address reporting concerns.

- ☐ Review the assignment of UPP nursing personnel in the functional centres identified in table 39 for accurate assignment to functional centre and broad occupational group.
- ☐ Review the assignment of UPP nursing personnel to the clearing accounts identified in table 40 to ensure accurate assignment to functional centre and broad occupational group.
- ☐ Ensure all relevant statistics are recorded throughout the year for each clearing account.
- ☐ Report post anaesthetic recovery room visit in functional centres as noted in table 41.
- ☐ Review the results coded with the symbols * and + in table 41 and 42 for appropriateness and accuracy in the context of the specified functional centre.
- ☐ Review resident statistics as reported in inpatient primary accounts by Bonne Bay Health Centre and Calder Health Centre for appropriateness (table 42). Allocations should be completed in period 13 to separate LTC from acute care reporting.
- ☐ Ensure all relevant statistics for ambulatory care and diagnostic and therapeutic services are reported to the Provincial MIS Database table 43 44 and 50. The reporting of visits- face-to-face is particularly important for data use and analysis.
- ☐ Ensure all ER functional centres report inpatient statistics if admissions occur and stay overnight in the ER department (table 43).
- ☐ Review and revise the primary account used to identify the medical imaging nursing functional centre. The minimum reporting level was changed in 2011 from Level 4 (7140515) to level 5 (714051505).
- ☐ Review the primary account used to identify nursing services in screening mammography as a provincial account was added in 2012 for reporting of this data (7159545 breast screening program).
- ☐ Ensure all relevant statistics available in community framework are reported to the Provincial MIS Database (table 45).
- ☐ Ensure resident stats are reported in community functional centre as identified in table 46.

- ☐ Review the assignment of CUPE-HS personnel to the correct broad occupational group in 718 functional centres (table 47).
- ☐ Review the assignment of nursing personnel to the 7191085 meals on wheels functional centre and broad occupational group table 48.
- ☐ Review the reporting of UPP FTE as identified in table 49 to ensure nursing personnel are correctly expensed to the functional centres.
- ☐ Review the assignment of UPP CUPE-HS personnel in all nursing functional centres for correct broad occupational group assignment. Personal care attendants providing service recipient activities should be reported as UPP. Any CUPE-HS staff supporting the mandate of the functional centre should be considered MOS.
- ☐ Review the functional centres identified in table 51 and identify functional centres where statistics are required but not reported.
- ☐ Review the reporting requirements for the functional centres identified in table 52 and ensure required broad group 8 statistics are collected and reported in the future.
- ☐ Develop a plan for development and implementation of a nursing workload measurement system as a by-product of electronic documentation where available. Where alternate data collection methods are used ensure the data is reported internally and to the Provincial MIS Database.

Labrador-Grenfell Health

In 2011-12 Labrador-Grenfell Health submitted nursing data from 27 reporting entities comprised of 98 functional centres which employed 470.55 UPP FTEs nursing personnel.

Framework Section	Nursing Functional Centres	UPP Nursing Services FTE
711 Administrative And Support Services	9	8.14
712 Nursing Inpatient/Resident Services	Acute Care 13 Long-term Care 3	180.68 73.40
713 Ambulatory Care Services	32	152.63
714 Diagnostic and Therapeutic Services	0	0
715 Community And Social Services	38	53.15
717 Research	0	0
718 Education	3	2.55
719 Undistributed	0	0
Total	98	470.55

Table 56: Nursing FC Profile 2011-12

711 Administrative and Support Services

The distribution of nursing personnel among the 711 framework section is noted in table 57 below.

711 Framework Section-Distribution of Nursing Personnel by Reporting Entity	
Functional Centre	FTE Count
Capt W. Jackman Memorial Hospital	
711106020 Quality Assurance - Nursing Inpatient/Resident	0.81
711854040 Other External Patient/Resident/Client Transport	0.60
Charles S. Curtis Memorial Hospital	
711106020 Quality Assurance - Nursing Inpatient/Resident	1.02
7111505 Finance – Administration	1.03
Labrador Health Centre	
7111060 Quality Assurance	1.04
711854040 Other External Patient/Resident/Client Transport	0.55
Goose Bay Community Health	
71110 General Administration	0.25
Labrador-Grenfell Regional Health Authority	
711106020 Quality Assurance - Nursing Inpatient/Resident	1.0
711252001 Data Processing - Board Defined	1.07
711252004 Data Processing - Board Defined	1.02

Table 57: Labrador-Grenfell Health 711 FCs with UPP Nursing Services Earned Hours 2011-12

712 Nursing Inpatient/Resident Services

Results for nursing inpatient/resident framework section are presented in three tables as this framework has three distinct reporting requirements and applications.

The distribution of UPP nursing personnel in 712 framework clearing accounts is noted in table 58. All UPP staff in 712 functional centres are required to collect workload, service activity and caseload status statistics. Assuming staff are correctly assigned to these clearing accounts and to the broad occupational group, statistics should be collected and reported in addition to the earned hours.

712 Clearing Accounts Reporting UPP Earned Hours	
Functional Centre	FTE Nursing Services
Capt W. Jackman Memorial Hospital	
71205 Nursing Inpatient/Resident Administration	10.56
Charles S. Curtis Memorial Hospital	
7120510 Nursing Inpatient/Resident Administration	4.07
Labrador Health Centre	
7120510 Nursing Inpatient/Resident Administration	5.25

Table 58: Labrador-Grenfell Health 712 Clearing Accounts 2011-12

Tables 59 and 60 identify reporting entities with inpatient and long-term care functional centres respectively for which service activity and caseload status minimum reporting requirements were not met. All other functional centres reported the applicable statistics. Workload statistics will be discussed separately following framework sections.

712 Inpatient Service Activity and Caseload Status Statistics									
Functional Centre	Inpatient Days	Surgical Visits	PARR Visits	OBS Visits	Inpatient Admission	Inpatient Discharge	Inpatient Deaths	Inpatient Transfer	Stillbirths
Captain W. Jackman (total functional centres - 2)									
71262 Combined OR and RR	-	Yes	No	-	-	-	-	-	-
Charles S. Curtis (total functional centres – 5)									
71275 Mental Health and Addictions	No	-	-	-	No	No	No	No	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	-	-	Yes	Yes	Yes	Yes	Yes	*
Labrador Health Centre (total functional centres - 1)									
71230 Combined Medical/Surgical Nursing Unit	Yes	-	-	-	Yes	Yes	Yes	No	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	Yes	-	-	No	Yes	Yes	Yes	No	Yes
71262 Combined OR and RR	-	Yes	No	-	-	-	-	-	-

Table 59: Labrador-Grenfell Health 712 Inpatient - Service Activity and Caseload Status Statistics 2011-12

712 LTC Service Activity and Caseload Status Statistics				
Functional Centre	Resident Days	Resident Admission	Resident Discharge	Resident Deaths
Capt W. Jackman Memorial Hospital (total functional centres - 1)				
71230 Combined Medical/ Surgical Nursing Unit	+	+	+	*
Happy Valley-Goose Bay LTC Home – (total functional centres - 1)				
712922010 Chronic LTC Nursing Unit	Yes	Yes	Yes	*
John M. Gray Centre (total functional centres - 1)				
7129220 Chronic LTC Nursing Unit	Yes	Yes	Yes	*
Labrador South Health Centre (total functional centres - 6)				
7129220 Chronic LTC Nursing Unit	Yes	Yes	Yes	*

Table 60: Labrador-Grenfell Health 712 LTC - Service Activity and Caseload Status Statistics 2011-12

713 Ambulatory Care Services

There is one 713 framework clearing account that is used by Labrador-Grenfell Health to report UPP nursing services as identified in table 61. All UPP staff in 713 functional centres are required to collect workload, service activity and caseload status statistics. Assuming staff are correctly assigned to this clearing account and broad occupational group, statistics should be collected and reported in addition to the earned hours. NAPE-HS UPP FTEs have also been included in this table for broad occupational group review.

713 Clearing Accounts Reporting UPP Earned Hours		
Functional Centre	FTE Nursing Services	FTE NAPE-HS
Labrador Health Centre		
71305 Ambulatory Care Administration	4.43	6.28

Table 61: Labrador-Grenfell Health 713 Clearing Accounts 2011-12

Required service activity statistics in ambulatory functional centres are visits - face-to-face and visits - non-face-to-face; each by category of service recipient. This report does not evaluate visit - non-face-to-face as a process for reporting is still under discussion and review. Table 62 demonstrates that inpatient statistics are not reported in some ER functional centres. This information is correct assuming the ER functional centre had admissions when there was no bed available in the facility and remained in the ER department overnight as an admitted patient or was admitted to a holding bed designated in community clinics. Functional centres are only identified if required statistics have not been reported.

In the provincial chart of accounts there is a combined ER/specialty clinic account number 71315 where visits are reported as either a clinic visit or ER visit. This account must be cleared prior to submission to the Provincial MIS Database to 71310 ER and 71350** speciality clinic using the visit data for allocation.

713 Service Activity and Caseload Status Statistics					
Functional Centre	Visits Face-to-Face	Inpatient Days	Inpatient Admission	Inpatient Discharge	Inpatient Deaths
Capt W. Jackman Memorial Hospital (total functional centres - 4)					
713408510 Hemodialysis Specialty Day/Night Care	No	-	-	-	-
7135055 Oncology Specialty Clinic	No	-	-	-	-
Charles S. Curtis Memorial Hospital (total functional centres - 5)					
7131020 General Emergency	Yes	No	No	No	No
7134070 Oncology Specialty Day/Night Care	No	-	-	-	-
713408510 Hemodialysis Specialty Day/Night Care	No	-	-	-	-
Labrador Health Centre (total functional centres - 2)					
71310 Emergency	No	*	*	*	*
713408510 Hemodialysis Specialty Day/Night Care	No	-	-	-	-
Labrador South Health Centre (total functional centres - 2)					
71310 Emergency	No	*	*	*	*
7135025 Family Practice Specialty Clinic	No	-	-	-	-
Strait of Belle Isle Health Centre (total functional centres - 2)					
71310 Emergency	Yes	*	*	*	*
White Bay Central Health Centre (total functional centres - 2)					
71310 Emergency	Yes	*	*	*	*
Mary's Harbour Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	Yes	No	No	No	No
Cartwright Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	Yes	No	No	No	No
Makkovik Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Hopedale Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Nain Community Clinic (total functional centres - 1)					
7131020 General Emergency	No	No	No	No	No
Port Hope Simpson Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	Yes	No	No	No	No
Charlottetown Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	Yes	No	No	No	No
Black Tickle Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Groswater Bay Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Postville Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Natuashish Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Mani Ashini Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	No	No	No	No	No
Churchill Falls Community Clinic (total functional centres - 1)					
71315 Combined ER/Specialty Clinic	Yes	No	No	No	No

Table 62: Labrador-Grenfell Health 713 Ambulatory Care - Service Activity Statistics 2011-12

715 Community and Social Services

There is a significant under reporting of data in 715 framework for nursing services. Some of this information may be available in the region but it was not reported to Provincial MIS Database in 2011-12. Level 4 accounts listed in table 63 may have level 5 accounts (board defined) rolled up to level 4. This report does not evaluate visits - non-face-to-face and attendance days - non-face-to-face as the process for reporting these statistics is still under review.

715 Service Activity and Caseload Status Statistics				
Functional Centre	Visits Face-to-Face	Attendance Days Face-to-Face	New Referral	Individuals on Wait List
Captain William Jackman Memorial Hospital (total functional centres - 1)				
7159140 Mental Health Promotion Program	No	Yes	Yes	No
Labrador South Health Centre (total functional centres - 3)				
7159221 Home/Community Nursing Services	No	No	No	No
715951010 Public Health Nursing Program	No	No	No	No
715952010 Dental Services Program	No	No	No	No
Strait of Belle Isle Health Centre (total functional centres - 2)				
7159221 Home/Community Nursing Services	No	No	No	No
715951010 Public Health Nursing Program	No	No	No	No
White Bay Central Health Centre (total functional centres - 2)				
7159221 Home/Community Nursing Services	No	No	No	No
715951010 Public Health Nursing Program	No	No	No	No
Mary's Harbour Community Clinic (total functional centres - 1)				
715951010 Public Health Nursing Program	No	No	No	No
Cartwright Community Clinic (total functional centres - 1)				
715951010 Public Health Nursing Program	No	No	No	No
Port Hope Simpson Community Clinic (total functional centres - 1)				
715951010 Public Health Nursing Program	No	No	No	No
Mani Ashini Community Clinic (total functional centres - 3)				
7159221 Home/Community Nursing Services	No	No	No	No
7159510 Public Health Nursing Program	No	No	No	No
715956033 Chronic Disease Management	No	No	No	No
Churchill Falls Community Clinic (total functional centres - 2)				
7159110 Mental Health Counselling	No	Yes	Yes	No
7159510 Public Health Nursing Program	No	No	No	No
St. Anthony Community Health (total functional centres - 5)				
715911210 Adult Mental Health Counselling Services	No	Yes	Yes	No
7159221 Home/Community Nursing Services	No	No	No	No
715951010 Public Health Nursing Program	No	No	No	No
7159550 Communicable Disease Management Program	No	No	No	No
7159560 Chronic Disease Management Program	No	No	No	No
Goose Bay Community Health (total functional centres - 8)				
7159221 Home/Community Nursing Services	No	No	No	No
715951099 Public Health Nursing	No	No	No	No
7159530 Health Promotion and Wellness (2 FCs)	No	No	No	No
715955006 Communicable Disease Management	No	No	No	No
7159560 Chronic Disease Management (3 FCs)	No	No	No	No

Functional Centre	Visits Face-to-Face	Attendance Days Face-to-Face	New Referral	Individuals on Wait List
Labrador City Community Health (total functional centres - 3)				
715922197 Home/Community Nursing Services	No	No	No	No
7159510 Public Health Nursing Program	No	No	No	No
7159560 Chronic Disease Management	No	No	No	No
Melville Community Health (total functional centres - 6)				
7159110 Mental Health Counselling Program	No	Yes	Yes	No
7159221 Home/Community Nursing Services	No	No	No	No
7159510 Public Health Nursing Program	No	No	No	No
7159540 Provincial Cervical Screening	No	No	No	No
715955006 Communicable Disease Management Program	No	No	No	No
7159560 Chronic Disease Management Program	No	No	No	No

Table 63: Labrador-Grenfell Health 715 Health and Community Services - Service Activity & Caseload Status Statistics 2011-12

718 Education

UPP nursing personnel are found in education functional centres as illustrated in table 64 below. The provision of education services is the mandate of these functional centres rather than the provision of service recipient care. Nurses and other personnel may be included in the broad occupational group of UPP if they provide education services. Managers and support staff should be classified as MOS. NAPE-HS UPP FTEs have also been included in this table for broad occupational group review.

718 Education Account by Reporting Entity with UPP Nursing Services Earned		
Functional Centre	UPP Nursing Services FTE	UPP NAPE-HS FTE
Capt W. Jackman Memorial Hospital		
71840 In-service Education	0.73	0
Charles S. Curtis Memorial Hospital		
7184097 In-service - Residual	1.05	0.01
Labrador-Grenfell Regional Health Authority		
71840 In-service Education	0.77	0

Table 64: Labrador-Grenfell Health 718 Education Accounts 2011-12

Other Reporting Considerations

There are UPP NAPE-HS FTEs reported in the 712, 713 and 715 framework sections. This may be appropriate as personal care attendants employed in nursing services and contributing to the service mandate should be reflected as UPP. In some cases these staff may be providing support services and should be considered MOS personnel. A broad occupation group review for this bargaining group is recommended.

Table 65 identifies functional centres from several framework sections that reported less than 0.1 UPP FTEs for nursing services. There are functional centres reported from the 713 framework section that may not employ nursing personnel but should report the applicable service activity statistic. Table 66 identifies functional centres where visit statistics should have been reported.

Functional Centres with less than 0.1 FTE UPP Nursing Services	
Functional Centre	
Capt W. Jackman Memorial Hospital	
7113540	Reprocessing
Charles S. Curtis Memorial Hospital	
711854040	Other External Patient/Resident/Client Transport
Strait of Belle Isle Health Centre	
7159540	Provincial Cervical Screening Program
Hopedale Community Clinic	
711854040	Other External Patient/Resident/Client Transport
Goose Bay Community Health	
715951099	Public Health Nursing Program - Board Defined

Table 65: Labrador-Grenfell Health Functional Centres with less than 0.1 UPP FTE in Nursing Services 2011-12

Functional Centres without UPP Nursing FTEs Requiring Service Activity Statistics	
Functional Centre	Visits Face-to-Face
Capt W. Jackman Memorial Hospital	
7134097	Speciality Day/Night Care - Residual
Charles S. Curtis Memorial Hospital	
7135060	Ophthalmology Specialty Clinic
Labrador Health Centre	
713501540	Orthodontic Speciality Clinic
7135025	Family Practice Specialty Clinic
7135055	Oncology Specialty Clinic
Melville Community Health	
7159530	Health Promotion and Wellness Program

Table 66: Labrador-Grenfell Health Functional Centres without UPP Nursing FTE requiring Service Activity Statistics 2011-12

Functional Centre Operations Statistics

Functional centre operations statistics (broad group 7) are generated from the payroll system and reported by the finance department in most nursing functional centres as required. Table 67 identifies functional centres with reporting gaps in functional centre operations statistics. The statistics are:

- 730**** Employees by Bargaining Unit and Employment Status; and
- 732** Normal Earned Hours by Bargaining Unit.

Functional Centre Operations Statistics Reporting Gaps								
Functional Centre	730 **** Employees by Bargaining Unit and Employment Status	73010** NLNU	73026** NS- NUNM	73032** LN-NAPE	732** Normal Earned Hours	73210 NLNU	73226 NS- NUNM	73232 LN- NAPE
Capt W. Jackman Memorial Hospital								
711854040 Other External Patient/Resident/Client Transport	No	No	-	-	Yes	Yes	-	-
Charles S. Curtis Memorial Hospital								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	Yes	Yes	-	Yes
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	Yes	Yes	-	No	Yes	Yes	-	No
Labrador Health centre								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	Yes	Yes	-	Yes
Strait of Belle Isle Health Centre								
7159540 Provincial Cervical Screening Program	No	No	-	No	No	No	-	No
Mary's Harbour Community Clinic								
71315 Combined ER/Speciality Clinics	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Hopedale Community Clinic								
711854040 Other External Patient/Resident/Client Transport	No	No	-	No	No	No	-	No
Port Hope Simpson Community Clinic								
71315 Combined ER/Speciality Clinics	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Black Tickle Community Clinic								
71315 Combined ER/Speciality Clinics	Yes	Yes	Yes	-	Yes	No	Yes	-
Churchill Falls Community Clinic								
71315 Combined ER/Speciality Clinics	Yes	Yes	-	+	No	No	-	-
Goose Bay Community Health								
71110 General Administration	No	-	No	-	Yes	-	Yes	-
715953090 Health Promotion and Wellness Program - Board Defined	No	No	-	-	Yes	Yes	-	-
Melville Community Health								
7159540 Provincial Cervical Screening Program	No	No	-	-	Yes	Yes	-	-

Table 67: Labrador-Grenfell Health FC Operation Statistics 2011-12

Health Service Organization Operations Statistics

The following is a list of health service organization operation (broad group 8) statistics that should be reported by inpatient/resident nursing units. These statistics are generated from the registration system and are reported by the finance department for the appropriate functional centres. The statistics are:

- 825** Beds Staffed and In Operation;
- 826 Bassinets Staffed and In Operation;
- 827** Bed Days Staffed and In Operation;
- 828 Bassinet Days Staffed and In Operation;

- 864**** Total Number of Residents in LTC Facilities by Levels of Care and Age; and
- 865** LTC Residents by Ability to Pay LTC Monthly Bed Rate.

Health service organization operation statistics are well reported in Labrador-Grenfell Health with only the following two exceptions:

- Statistics bed/bassinets days staffed and in operation have never been reported to the Provincial MIS Database; and
- Charles S. Curtis Memorial Hospital did not report beds staffed and in operation for mental health and addiction services nursing unit.

Status of Workload Measurement Reporting

Information in this section is reflective of 712, 713, and 715 functional centres. In general, nurses who are unit-producing personnel in 711 and 718 framework sections do not provide care to service recipients and therefore are not required to collect nursing workload data. Progress in nursing workload measurement implementation is measured by the percentage of actual nursing UPP FTEs and number of nursing functional centres reporting workload statistics to the Provincial MIS Database.

The status of workload reporting by nursing services of Labrador-Grenfell Health is summarized in the following charts and tables.

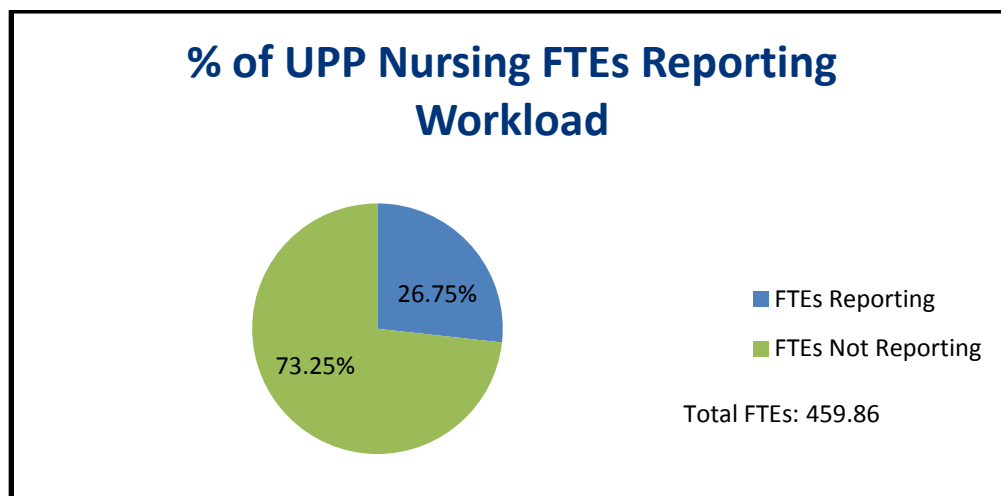


Chart 7: Labrador-Grenfell Health FTEs Reporting Workload to MIS Database 2011-12

Workload Reporting Compliance by % of UPP Nursing Service FTEs			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Labrador-Grenfell Health	17%	27%	10%
Provincial Level	30%	46%	16%

Table 68: Labrador-Grenfell Health FTE Workload Reporting Compliance

% of Nursing Functional Centres Reporting Workload



Total Functional Centres: 86

Chart 8: Labrador-Grenfell Health Functional centres reporting Workload to the MIS Database 2011-12

Workload Reporting Compliance by % of Nursing Functional Centres			
	% Compliance 2008-09	% Compliance 2011-12	% Improvement
Labrador-Grenfell Health	10%	19%	9%
Provincial	23%	33%	10%

Table 69: Labrador-Grenfell Health FC Workload Reporting Compliance

Labrador-Grenfell Health Workload Statistics					
Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
Captain William Jackman Memorial Hospital	48.10	8	0	0	
71205 Nursing Inpatient/Resident Administration	4.07	-	-	-	-
71230 Combined Medical/Surgical Nursing Unit	24.35	-	-	-	-
71262 Combined Operating Room and Post-Anesthetic Recovery Room	5.25	-	-	-	-
71310 Emergency	8.13	-	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	2.37	-	-	-	-
7135025 Family Practice Specialty Clinic	2.13	-	-	-	-
7135055 Oncology Specialty Clinic	0.80	-	-	-	-
7159140 Mental Health Promotion Program	1.00	-	-	-	-
Charles S. Curtis Memorial Hospital	125.39	11	26.36	2	-
7120510 Nursing Inpatient/Resident Administration	10.56	-	-	-	-
71230 Combined Medical/Surgical Nursing Unit	33.13	-	-	-	Yes
7124030 Combined Medical/Surgical Intensive Care Nursing Unit	14.61	-	-	-	Yes

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
71262 Combined Operating Room and Post-Anesthetic Recovery Room	13.30	-	-	-	-
71275 Mental Health and Addiction Services Nursing Unit	2.94	-	-	-	-
71310 Emergency	5.92	-	-	-	-
7134070 Oncology Speciality Day/Night Care	1.07	-	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	6.55	-	-	-	-
7135025 Family Practice Specialty Clinic	10.95	-	-	-	-
Labrador Health Centre	73.75	7	0	0	-
7120510 Nursing Inpatient/Resident Administration	5.25	-	-	-	-
71230 Combined Medical/Surgical Nursing Unit	28.66	-	-	-	-
7125090 Labour, Delivery, Recovery, Postpartum Nursing Unit	8.86	-	-	-	-
71262 Combined Operating Room and Post-Anesthetic Recovery Room	7.91	-	-	-	-
71305 Ambulatory Care Administration	4.43	-	-	-	-
71310 Emergency	12.74	-	-	-	-
713408510 Hemodialysis Speciality Day/Night Care	6.13	-	-	-	-
Happy Valley-Goose Bay LTC Home	32.43	1	0	0	-
712922010 Chronic Long-Term Care Nursing Unit	32.43	-	-	-	-
Labrador South Health Centre	25.72	6	23.05	3	-
7159221 Home/Community Nursing Services	0.65	-	-	-	-
715951010 Public Health Nursing Program	1.13	-	-	-	-
715952010 Dental Services Program	0.89	-	-	-	-
Strait of Belle Isle Health Centre	13.72	4	10.99	2	-
7159221 Home/Community Nursing Services	0.79	-	-	-	-
715951010 Public Health Nursing Program	1.94	-	-	-	-
White Bay Central Health Centre	16.34	4	13.48	2	-
7159221 Home/Community Nursing Services	1.01	-	-	-	-
715951010 Public Health Nursing Program	1.85	-	-	-	-
Mary's Harbour Community Clinic	4.26	2	3.75	1	-
715951010 Public Health Nursing Program	0.51	-	-	-	-
Cartwright Community Clinic	4.08	2	3.61	1	-
7159510 Public Health Nursing Program	0.47	-	-	-	-
Makkovik Community Clinic	3.53	1	0	0	-
71315 Combined Emergency/Speciality	3.53	-	-	-	-
Hopedale Community Clinic	4.14	1	0	0	-
71315 Combined Emergency/Speciality	4.14	-	-	-	-
Nain Community Clinic	8.09	1	0	0	-
7131020 General Emergency	8.09	-	-	-	-

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
Port Hope Simpson Community Clinic	4.58	2	3.48	1	
715951010 Public Health Nursing Program	1.10	-	-	-	-
Black Tickle Community Clinic	2.29	1	0	0	-
71315 Combined Emergency/Speciality	2.29	-	-	-	-
Groswater Bay Community Clinic	2.90	1	0	0	
71315 Combined Emergency/Speciality	2.90	-	-	-	-
Postville Community Clinic	2.11	1	0	0	
71315 Combined Emergency/Speciality	2.11	-	-	-	-
Natuashish Community Clinic	5.16	1	0	0	-
71315 Combined Emergency/Speciality Clinic	5.16	-	-	-	-
Mani Ashini Community Clinic	6.05	4	0	0	
71315 Combined Emergency/Speciality Clinics	3.16	-	-	-	-
7159221 Home/Community Nursing Services	1.36	-	-	-	-
7159510 Public Health Nursing Program	0.96	-	-	-	-
715956033 Chronic Disease Management	0.57	-	-	-	-
Churchill Falls Community Clinic	3.65	3	3.14	1	No
7159110 Mental Health Counselling Program	0.26	-	-	-	-
7159510 Public Health Nursing Program	0.25	-	-	-	-
St. Anthony Community Health	10.30	5	0	0	
715911210 Adult Mental Health Counselling	1.47				
7159221 Home/Community Nursing Services	2.88				
715951010 Public Health Nursing Program	4.39				
7159550 Communicable Disease Management Program	0.55				
7159560 Chronic Disease Management Program	1.01				
Goose Bay Community Health	5.93	8	0	0	
7159221 Home/Community Nursing Services	1.34	-	-	-	-
715951099 Public Health Nursing Program	0.10	-	-	-	-
715953040 Health Promotion and Wellness Program	0.99	-	-	-	-
715953090 Health Promotion and Wellness Program	0.57	-	-	-	-
715955006 Communicable Disease Management Program	0.99	-	-	-	-
715956010 Chronic Disease Management Program	0.99	-	-	-	-
715956020 Chronic Disease Management Program	0.12	-	-	-	-
715956022 Chronic Disease Management Program	0.83	-	-	-	-
Labrador City Community Health	7.98	3	0	0	
715922197 Home/Community Nursing Services	3.97	-	-	-	-
7159510 Public Health Nursing Program	3.05	-	-	-	-
7159560 Chronic Disease Management Program	0.96	-	-	-	-

Functional Centre	Total Nursing FTEs	Total Functional Centre	Nursing FTEs Reporting WL	Functional Centre Reporting WL	Reported NSR WL
Melville Community Health	14.20	6	0	0	
7159110 Mental Health Counselling Program	0.78	-	-	-	-
7159221 Home/Community Nursing Services	5.78	-	--	-	-
7159510 Public Health Nursing Program	4.84	-	-	-	-
7159540 Provincial Cervical Screening Program	0.82	-	-	-	
715955006 Communicable Disease Management Program	0.99	-	-	-	-
7159560 Chronic Disease Management Program	0.99	-	-	-	-

Table 70: Labrador-Grenfell Health Workload Statistics 2011-12

Labrador-Grenfell Health Recommendations

The preceding section gives detail and information on reporting gaps in Labrador-Grenfell Health. The following checklist can be used to focus efforts and address reporting concerns.

- ☐ Review the assignment of UPP nursing personnel in the functional centres identified in table 57 for accurate assignment to functional centre and broad occupational group.
- ☐ Review the definition and use of 711854040 functional centres in relation to UPP nursing services.
- ☐ Review the assignment of UPP nursing personnel to the clearing accounts identified in table 58 to ensure accurate assignment to functional centre and broad occupational group.
- ☐ Clear provincial clearing account 71315 to appropriate functional centres using the visit statistics as collected for visit – client - ER and visit – client – specialty clinic.
- ☐ Ensure all relevant statistics are recorded throughout the year for each clearing account.
- ☐ Review the results coded with the symbols * and + in table 59 and 60 for appropriateness and accuracy in the context of the specified functional centre.
- ☐ Report post anaesthetic recovery room visit in functional centres as noted in table 59.
- ☐ Review the use of 71275 mental health and addictions functional centre as service activity and caseload status statistics are not reported.
- ☐ Review resident statistics as reported in inpatient primary account by Captain William Jackman for appropriateness (table 60). Allocations should be completed in period 13 to separate LTC from acute care reporting.
- ☐ Report the statistic resident deaths.
- ☐ Ensure all relevant statistics for ambulatory care are reported to the Provincial MIS Database table 62 and 66. The reporting of visits- face-to-face is particularly important for data use and analysis.
- ☐ Ensure all ER functional centres report inpatient statistics if admissions occur and stay overnight in the ER department (table 62).

- ☐ Review admission practices in community clinics; if overnight cases are deemed admissions and discharges report inpatient statistics in ER department after combined ER/specialty clinic has been cleared.
- ☐ Ensure all relevant statistics available in community framework are reported to the Provincial MIS Database (table 63).
- ☐ Review the assignment of UPP NAPE-HS personnel in all nursing functional centres for correct broad occupational group assignment. Personal care attendants providing service recipient activities should be reported as UPP. Any NAPE-HS staff supporting the mandate of the functional centre should be considered MOS.
- ☐ Review the functional centres identified in table 67 and identify functional centres where statistics are required but not reported.
- ☐ Review the reporting requirements for the functional centres identified in table 68 and ensure required broad group 8 statistics are collected and reported in the future.
- ☐ Continue with nursing workload measurement system implementation throughout the region; explore the model of data collection as a by-product of electronic documentation where available. Where alternate data collection methods are used ensure the data is reported internally and to the Provincial MIS Database.

Conclusion

The Nursing Report Card has summarized nursing service statistical reporting submitted by the RHAs to the Provincial MIS Database for the fiscal year 2011-12. The analysis has identified areas for data quality improvement and checklists have been included to help users of this report address issues relevant to their region. The MIS team at the Centre is available to discuss the results and provide assistance in meeting reporting requirements.

The RHAs are commended for their commitment to continuous quality improvement and efforts to collect, report, and use MIS data in their daily operations. Many nursing services are meeting statistical reporting requirements and are using the data for decision making on a day-to-day basis. Through focused quality initiatives such as this review and continued use of MIS data at the regional, provincial and national levels, data quality issues and gaps are continuously identified and addressed increasing the value of this data over time.

Appendix A

Provincial Statistical Reporting Requirements

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
711** ** Administrative and Support Services		311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased		730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
711 20 60 Employee Health		311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased		730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
712** ** Nursing Inpatient/ Resident Services (excluding the operating and recovery rooms, and the labour and delivery functional centres)	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	401** Inpatient Admissions 403** Inpatient Days 404** Resident Days 410** Inpatient Discharges 411** Inpatient Deaths 412** ** Inpatient Transfers 452 Resident Admissions 453 Resident Discharges 454 Resident Deaths 455** ** Resident Transfers	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours 825** Beds Staffed and In Operation 826 Bassinets Staffed and In Operation 827** Bed Days Staffed and In Operation 828 Bassinet Days Staffed and In Operation 864** ** Total # of Residents in LTC Facilities, by Levels of Care and by Age 865** LTC Residents by Ability to Pay LTC Monthly Bed Rate
712 50 20 Labour and Delivery	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	412** ** Inpatient Transfers 438 Obstetric Visit 442 Mothers Delivered 443**** Facility Live Birth 444 Stillbirth	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
712 50 90 Labour, Delivery, Recovery and Post Partum Nursing Unit	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	401** Inpatient Admissions 403** Inpatient Days 410** Inpatient Discharges 411** Inpatient Deaths 412** ** Inpatient Transfers 438 Obstetric Visit 442 Mothers Delivered 443**** Facility Live Birth 444 Stillbirth	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
712 60 Operating Room	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	437** Surgical Visit	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
712 62 Combined Operating Room/Post Anaesthetic Recovery Room	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	437** Surgical Visit 439** Post Anesthetic Recovery Room Visit	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
712 65 Post Anaesthetic Recovery Room	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	439** Post Anesthetic Recovery Room Visit	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
713 10 Emergency	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** **MP Worked 393** **MP Benefit 395** MP Purchased	401** Inpatient Admissions 403** Inpatient Days 410** Inpatient Discharges 411** Inpatient Deaths 412** ** Inpatient Transfers 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
713 14 Combined Emergency/Specialty Clinics	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	435** Incoming calls for Telephone Health services	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
713 15 Combined Emergency/Specialty Clinics	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** **MP Worked 393** **MP Benefit 395** MP Purchased	4502010 Visit - Face-to-Face – Client-ER Visit 4502020 Visit - Face-to-Face- Client-Clinic Visit 4562010 Visit - Face-to-Face – Client-ER Visit 4562020 Visit - Face-to-Face- Client-Clinic Visit	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
713 40 ** Specialty Day/Night Care	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
713 40 37 Cardiac Catheterization Laboratory Specialty Day/Night Care 713 40 55 Endoscopy Specialty Day/Night Care	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** **MP Worked 393** **MP Benefit 395** MP Purchased	437** Surgical Visit	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
713 50 Specialty Clinics 713 52 External Clinics 713 67 Day Surgery Pre & Post-Op Care	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
713 68 ** Day Surgery Combined PARR, Pre & Post-Op Care	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	439** Post Anesthetic Recovery Room Visit 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
713 69 Day Surgery Combined OR & PARR, Pre & Post-Op Care	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** ** MP Worked 393** ** MP Benefit 395** MP Purchased	437** Surgical Visit 439** Post Anesthetic Recovery Room Visit 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
714 05 15 ** Medical Imaging Nursing	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
715 91 Mental Health & Addictions Programs (excluding residential services, inpatient treatment centres and health promotion)	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only)	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
715 91 20 Residential Services Program	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only)	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours0
715 91 40 Mental Health Promotion Program 715 91 90 Addictions Health Promotion Program	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only) 492 Group (Education) Sessions	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
715 91 80 Detox and/or Addictions Inpatient Treatment centres	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only) 404** Resident Days 452 Resident Admissions 453 Resident Discharges 454 Resident Deaths 455** ** Resident Transfers	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
715 92 21 Home/ Community Nursing Program	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only)	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours 830** Contracted-Out Hours of Service by Category Service Recipient 833** Contracted-Out Visits by Category of Service Recipient
7 15 92 30 Home Support Program	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours 830** Contracted-Out Hours of Service by Category Service Recipient

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
7 15 92 40 Residential Services Program	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	404** Resident Days 452 Resident Admissions 453 Resident Discharges 454 Resident Deaths 455** ** Resident Transfers	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours 825** Beds Staffed and In Operation 827** Bed Days Staffed and In Operation 831** Contracted Out Bed Days (if applicable)
7 15 95 10 Public Health Nursing Program	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only)	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours 825** Beds Staffed and In Operation 827** Bed Days Staffed and In Operation 833** Contracted-Out Visits by Category of Service Recipient
7 15 95 30 Health Promotion and Wellness Program 715 95 60 Chronic Disease Management	102** Service Recipient Activities 190** Non-Service Recipient Activities	311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased	406** Individuals on the Waitlist 450** Visit - Face-to-Face 456** Visit – Non-Face-to-Face 483** Attendance Day - Face-to-Face 485** Attendance Day - Non-Face-to-Face 489** New Referral 490** Active Carryover (monthly only)	730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

FUNCTIONAL CENTRE	WORKLOAD STATISTICS	EARNED HOURS STATISTICS	STAFF/SERVICE ACTIVITY & CASELOAD STATUS STATISTICS	OTHER STATISTICAL REPORTING REQUIREMENTS
717 Research		311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** **MP Worked 393** **MP Benefit 395** MP Purchased		730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours
718 Education		311**** MOS Worked 313**** MOS Benefit 319** MOS Purchased 351**** UPP Worked 353**** UPP Benefit 359** UPP Purchased 391** **MP Worked 393** **MP Benefit 395** MP Purchased		730** ** Employees by Bargaining Unit and Employment Status 732** Normal Earned Hours

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