

## PERFORMANCE MEASURE DEFINITION

The purpose of the Performance Measure Definition Template is to provide a common tool to describe the definition, rationale, business context, technical specifications, considerations for the quality and comparability of a measure, and the party responsible for producing the data required for reporting results on the measure.

The template may be used by Alberta Health and Wellness and Alberta Health Services to standardize documentation of technical information on performance measures approved by the Ministry and Alberta Health Services for the purpose of monitoring and reporting on population health and health system performance.

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## Sick Rate

<b>Name of Measure</b>	Sick Rate (Days/Full Time Equivalent (FTE))
<b>Name of Measure (short)</b>	Sick Days/FTE
<b>Definition</b>	The average days missed due to illness.
<b>Domain</b>	Health system sustainability, engagement and fit for the future.
<b>Type of Measure</b>	Output Measure: The change in Sick Rate in number of days per FTE.
<b>Business Context</b>	AHS Strategic Direction. AHS Health and Business Plan 2013-2016
<b>Rationale</b>	As Alberta's largest employer, AHS has the opportunity to both create a satisfying workplace and to deliver services in a manner that is sustainable for the future. In order to do this, it is important that AHS fully engage its people and their skills. Monitoring Sick (days/FTE) enables us to manage the relative health or workforce attendance issues of organization. Excessive absenteeism due to sickness may be an indication that there may be contributing factors in the workplace for example; poor labour relations, a disengaged workforce, stress, workload, change issues and uncertainty regarding the future. A high sick rate may be a precursor to future high turnover rates.
<b>Notes for Interpretation</b>	"Understanding the application of the measure".
<b>Organizational Strategy</b>	AHS is committed to enabling employees and physicians to provide excellent care by providing appropriate supports, such as education, an attractive, healthy and safe work environment, an appropriate workload, flexible scheduling and deployment and the tools to deliver quality patient care. Tracking and publishing sick rates enables the organization to promote employee health, target specific areas of concern and subsequently manage and decrease sick days.
<b>Benchmark Comparisons</b>	Stewart, Nicole, Cowan, Allison (2011). Compensation Planning Outlook 2011, <i>Conference Board of Canada</i> . Statistics Canada, Labour Statistics Division, <i>Work Absence Rates 2011</i> , Minister of Industry, Statistics Canada April 2012. Cowan, Allison, Wright, Ruth (2010). Valuing Your Talent, <i>Conference Board of Canada</i> , June 2010. Saratoga Metrics List #66 Sick Days per FTE; HRMA (BC) Absenteeism Rate; Stats Can (Work Absence Rates)
<b>Cited References:</b>	AHS Health Plan and Business Plan 2013 – 2016, retrieved from <a href="http://www.albertahealthservices.ca/Publications/ahs-2013-16-health-business-plan.pdf">http://www.albertahealthservices.ca/Publications/ahs-2013-16-health-business-plan.pdf</a> AHS Strategic Direction. Retrieved from: <a href="http://www.albertahealthservices.ca/org/ahs-org-strategic-direction.pdf">http://www.albertahealthservices.ca/org/ahs-org-strategic-direction.pdf</a> Statistics Canada, Labour Statistics Division, <i>Work Absence Rates 2011</i> , Minister of Industry, Statistics Canada April 2012. AHS 2010-2015 Health Plan, <i>Improving Population Health</i> . Retrieved from: <a href="http://www.albertahealthservices.ca/Publications/ahs-pub-2010-2015-health-plan.pdf">http://www.albertahealthservices.ca/Publications/ahs-pub-2010-2015-health-plan.pdf</a>

Technical Specifications	
<b>Metric</b>	Rate

## Sick Rate

<b>Preferred Display Format</b>	99.99 days/FTE
<b>Numerator</b>	Sum of hours / 7.75
<b>Inclusion Criteria for Numerator</b>	Total Sick Hours
<b>Exclusion Criteria for Numerator</b>	EmplClass - Casual.
<b>Data Source(s) for Numerator</b>	Electronic Payroll Analytics (EPA) (include AHS employees only – see definition for AHS)
<b>Refresh Rate of Numerator</b>	Monthly
<b>Data Steward for Numerator</b>	AHS People Analytics & Performance Reporting
<b>Denominator</b>	Sum of FTEs (paid hours/2022.75)
<b>Inclusion Criteria for Denominator</b>	Total Salary Expense Hours
<b>Exclusion Criteria for Denominator</b>	EmplClass - Casual
<b>Data Source(s) for Denominator</b>	AHS EPA (include AHS employees only – see definition for AHS)
<b>Refresh Rate of Denominator</b>	Monthly
<b>Data Steward for Denominator</b>	AHS People Analytics & Performance Reporting
<b>Technical Notes</b>	Casual employees are not eligible for sick leave and should not be included in the calculation. Employees employed in multiple positions are reported multiple times in the data.
<b>Calculation</b>	numerator / denominator
<b>Relationship to Other Indicators</b>	Disabling Injury Rate, Staff Overall Engagement, Overtime Hours to Paid Hours.
<b>Level of Reporting</b>	AHS and portfolio.
<b>Frequency of Reporting</b>	Monthly
<b>Limitations</b>	Does not include wholly owned subsidiaries of AHS i.e. Capital Care Group, Calgary Laboratory Services or Carewest. Does not include Covenant, voluntaries, or foundations.
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## Sick Rate

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**AHS Signoff Sheet****Business/Clinical Analyst Recommendation for Signoff - Business Lead**

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(Signature)

Dunsi Strohschein  
(Name)

Manager, People Analytics & Performance Reporting  
(Position)

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(Date)

**Executive Sponsor Business / Clinical Owner Definition Approval**

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(Signature)

Todd Gilchrist  
(Name)

VP, People Legal & Privacy  
(Position)

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(Date)

**Performance Measurement Recommendation for Signoff**

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(Signature)

Stafford Dean  
(Name)

Vice President, Data Integration, Measurement & Reporting  
(Position)

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(Date)

**Senior Executive Approval - Final Approval - Measure Business Owner**

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(Signature)

Kathryn Todd  
(Name)

Senior Vice President, Research  
(Position)

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(Date)

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## Sick Rate

### Document Version History

Version	Version Date	Summary of Changes	Owner/Author
0.1	June 9, 2014	Draft	Christine Versteeg, AHS
0.2	July 9, 2015	Updated sick pay codes and name of data source	Christine Versteeg, AHS
0.3	August 6, 2015	Changed Executive Sponsor	Christine Versteeg, AHS
0.4	October 16, 2015	Removed AH reference and changed dataset from IPS to EPA	Christine Versteeg, AHS
0,5	September 29, 2016	Changed numerator to Total Sick Hours , changed denominator to Total Salary Expense Hours (to reflect decision to include accruals & reversals in calculation)	Christine Versteeg, AHS
0.6	November 14, 2017	Updated contact information	Donna Arsenault, AHS