

Year to Date Performance	<b>4.84%</b>	Performance Assessment	 <b>Red</b>
Island Health Target	<b>Less than or equal to 3.90%</b>	Performance is significantly outside acceptable range; take action and monitor progress.	

**What do we measure and why?**

'Overtime' is time worked beyond an employee's scheduled working hours.

The overtime rate is the number of overtime hours worked as a percentage of total hours worked, for unionized professional nurses, and select allied health professionals.

When Island Health staff work beyond their regular hours, the risk of negative effects on their physical and mental well-being, and on the quality of care they are providing, increases.

Some overtime is inevitable due to unplanned employee absences, unexpected increases in workload, and increased patient care needs. Excessive amounts of overtime, however, can impact quality of care and contribute to staff illness, injury, poor morale and increased cost.

**What is the target?**

Island Health's target for 2019/20 is less than or equal to 3.90%. This target was agreed to with the BC Ministry of Health. Overtime rates above 3.90% will be flagged as red, requiring action.

**How are we doing?**

Island Health did not meet the target in 2019/20.

**What actions are we taking?**

Island Health continuously reviews staffing needs in departments to support high quality consistent care. Areas with increased service demand are reviewed to determine if increased staffing levels are required on an ongoing basis.

Flexible work schedule options are being introduced to support the work-life balance needs of employees with the aim of keeping more team members in regular work positions.

Enhancement to proactive staff planning, through data analysis and trend mapping, provides managers with unit-specific actions to reduce overtime.

Enhancements to the online calendar and improved processes related to assigning relief staff were introduced in 2019/20 to provide more transparency in available shifts and better facilitate picking-up shifts at straight time. A new online scheduling platform will be introduced in 2020 to improve the accuracy, efficiency, and experience of employee scheduling.