

By 2024, Unity Health will...

Indicator	Baseline	21/22 Target	Q1	Q2	Q3	Q4
Achieve top-tier care experience metrics for all of those we serve.						
Patient Experience – “During your hospital stay, did staff treat you with kindness and respect?”	90%	90%	90%	91.4%		
Establish and implement care experience measurement framework	N/A	Completed	On track	On track		
Primary Care Communications Protocol for West and Downtown East Toronto Ontario Health Teams*	N/A	Completed	On track	Completed		
Achieve best care experiences for those who experience marginalization.						
Collect demographic data so that data can be analyzed to specifically assess care experience for Black and Indigenous patients	N/A	Process for collecting demographic data developed and implemented	On track	On track		
Be an inspiring and equitable workplace that will attract and sustain the best and the brightest health care providers, educators, learners and researchers.						
Top 100 Employer Recognition application	N/A	Completed	Completed			
New leaders and physicians are reflective of the racial makeup of Greater Toronto Area population	N/A	Mechanism for race-based data collection completed and guidance for hiring processes developed	On track	On track		
Learner Experience – “I would recommend this organization for a placement here.”	62% Top Box	63% Top Box	63%	71%		
Staff engagement – “I would recommend this organization to my friends as a great place to work.”*	74%	74%				
Student learner engagement - “As part of orientation, I was made aware of appropriate channels and resources available to me if I experienced harassment, discrimination or violence in the workplace.”*	79%	84%	79%	84%		

Legend: ■ Not reported for quarter ■ On track Performance within target ■ At risk Off target by <10% ■ Attention required Off target by >10%

*2021/22 Annual Objective As of Sep. 30, 2021 (Q2)

By 2024, Unity Health will...

Indicator	Baseline	21/22 Target	Q1	Q2	Q3	Q4
Be a world class health care organization in research and innovation.						
Top 5 in research intensity amongst Canadian hospitals	\$407,200	\$477,920				
Review of research operations*	N/A	Completed				
Be a recognized world leader in advancing care in focused specialty areas including: multiple sclerosis, trauma, critical care, and innovations in brain & heart.						
Progress towards defined Key Performance Indicators (KPIs)	N/A	Each area to achieve their KPI-related project charter deliverables	On track	On track		
Be a recognized world leader in creating applied health AI solutions to advance the care experience.						
Number of active international collaborations	0	≥ 1	At risk	1		
Demonstrate improvement in meaningful outcomes	N/A	≥ 2 new solutions	3	-		
Commercialize AI solutions*	N/A	Develop commercialization plan & 'spin out' ≥1 start-up	On track	On track		
Transform our digital and physical infrastructure to support the best care experiences.						
Electronic Patient Record project milestones achieved	N/A	Issue RFP	On track	On track		
Completion of SMH 3.0 Redevelopment Project Phases 3 & 4	N/A	25% Completed	On track	At risk		
Implementation milestones for Providence Campus of Care Phase I project	N/A	Completed	At risk	At risk		
Submission of SJHC Sunnyside Wing Functional Program to MOH	N/A	Completed	On track	On track		
Balanced Budget						
Net surplus at bottom line*	N/A	>0	Attention required	Attention required		

Legend: Not reported for quarter On track Within target At risk Off target by <10% Attention required Off target by >10%

*2021/22 Annual Objective As of Sep. 30, 2021 (Q2)