

Island Health Performance Measures

Overtime



Year to Date
Performance

9.08%

Island Health
Target

Less than or equal to
6.30%

Performance
Assessment



Red

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. 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.

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.

Some overtime is inevitable due to staff shortages, patient care needs, and unexpected increases in workload. Excessive amounts of overtime, however, can impact quality of care and contribute to increased staff illness and injury, decreased employee engagement and retention, and increased costs.

What is the target?

Island Health's target is less than or equal to 6.30%.

Lower rates are better.

How are we doing?

As of March 2025, Island Health was not meeting the target.

Given current vacancy rates and ongoing increases in demand for services, overtime is a key tool to maintain service delivery.

What actions are we taking?

In addition to key activities to increase staff recruitment and retention, Island Health continuously reviews staffing needs and processes to support high-quality, consistent care.