

2021-2022 Quality Improvement Plan  
April-June (Q1)  
Quality and Service Planning Committee

Quality Dimension	Objective	Measure/Indicator	2020-21 Performance	2021-22 Target	2021-22 Actual
Effective	Increase proportion of patients receiving medication reconciliation upon discharge	Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion of the total number of patients discharged.	74%	80%	69%
	Reduce Repeat Emergency Department Revisits for patients with Mental Health Conditions	Percentage of unscheduled repeat emergency visits for a mental health condition within 30 days following an emergency visit for a mental health condition.	28.10%	25.3%	22.8%
	Early Identification: Documented assessment of needs for palliative care patients	Measures the proportion of hospitalizations where patients with a progressive, life-limiting illness are identified to benefit from palliative care, and subsequently (within the episode of care) have their palliative care needs assessed using a comprehensive and holistic assessment.	100%	>90%	100%
Efficient	Reduce unnecessary time spent in acute and post-acute care	Total number of alternate level of care (ALC) days contributed by ALC patients within the specific reporting month/quarter using near-real time acute and post-acute ALC information and monthly bed census data	58%	55%	47.7%
	Decrease the number of inpatients receiving care in unconventional spaces	Average number of inpatients receiving care in unconventional spaces per day	Collecting Baseline (Indicator under revision with Ministry of Health to develop a measure that better reflects this issue. Recommended to indicate Collecting Baseline)		
Patient-Centred	Ensure adequate information at discharge	Percentage of respondents who responded positively to the following question: Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?	99%	≥95%	96%
	Ensure complaints acknowledged in a timely manner	Percentage of complaints received by the hospital that were formally acknowledged to the individual who made a complaint within 5 business days.	100%	100%	100%
Safe	Decrease the number of workplace violence incidents.	Number of workplace violence incidents reported by hospital workers within a 12-month period.	27	<27	6
Timely	Reduce Emergency Department wait time for inpatient bed	90th percentile: Interval between the Disposition Date/Time (as determined by the main service provider) and the Date/Time Patient Left Emergency Department (ED) for admission to an inpatient bed or operating room	3.8	<4 Hours	3.9
	Ensure discharge summaries sent from hospital to community care provider within 48 hours of discharge	Percentage of patients discharged from hospital for which discharge summaries are delivered to primary care provider within 48 hours of patient's discharge from hospital	82%	86%	86%