




# Windsor Regional Hospital

## Snapshot of 23/24 Quality Improvement Plan (QIP)

| THEME                                                                                                                                                               | INDICATOR                                                                                                                                                      |                                                                                                                                                            |
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| <p><b>TIMELY AND EFFICIENT CARE</b><br/>[collaborative QIP (cQIP) indicators]</p>  | <p><b>Goal: 12.7%</b> of inpatient days with a designation of Alternate Level of Care (ALC)</p>                                                                | <p><b>Goal: 17.5%</b> of people whose first point of contact for a mental health and /or addictions-related condition is the Emergency Department (ED)</p> |
| <p><b>PATIENT EXPERIENCE</b></p>                                                   | <p><b>Goal: Receive 63.0 %</b> positive responses on Patient Satisfaction question: <i>“Did you receive enough information upon leaving the hospital?”</i></p> |                                                                                                                                                            |
| <p><b>SAFE AND EFFECTIVE CARE</b></p>                                            | <p><b>Goal: Less than 308</b> incidents of Workplace Violence</p>                                                                                              | <p><b>Goal: 91.2 %</b> of inpatient discharges with a completed Medication Reconciliation at Discharge</p>                                                 |