

Windsor Regional Hospital

Snapshot of 2025/2026 Quality Improvement Plan (QIP)

THEME

INDICATOR

ACCESS & FLOW



Target: 90th percentile Ambulance Offload time of **107 minutes**

Target: 90th percentile Emergency Department wait time to Physician Initial Assessment of **7.7 hours**

Target: **22.8** daily average number of patients waiting in the Emergency Department for an inpatient bed at 8am

Target: 90th percentile Emergency Department length of stay for admitted patients of **31.9 hours**

Target: 90th percentile Emergency Department length of stay for non-admitted patients with low acuity of **9.6 hours**

Target: 90th percentile Emergency Department length of stay for non-admitted patients with high acuity of **11.6 hours**

Target: 90th percentile Emergency Department wait time to inpatient bed of **23.7 hours**

Target: **8%** of patients who visit the Emergency Department and leave without being seen (LWBS) by a physician

EQUITY



Target: Staff (100% executive, 80% directors, 50% managers) who have completed relevant equity, diversity, inclusion, and antiracism education

Target: Average Emergency Department wait time to Physician Initial Assessment for individuals with sickle cell disease: **Collecting Baseline**

Target: Rate of Emergency Department 30-day repeat visits for individuals with sickle cell disease: **Collecting Baseline**

Target: Emergency Department visits for individuals with sickle cell disease triaged with high severity (CTAS 1 or 2): **Collecting Baseline**

PATIENT EXPERIENCE



Target: Receive **83%** responses of “Completely” on Patient Satisfaction question: “Did you receive enough information upon leaving the hospital?”

SAFETY



Target: **1.03%** of patients with delirium onset during hospitalization

Target: **0.13%** of staff experiencing a Workplace Violence incident resulting in lost time injury

Target: **96%** of inpatient discharges with a Medication Reconciliation completed at discharge