

# 2026/2027 Quality Improvement Plan (QIP) Snapshot

## PRIORITY ISSUES

## INDICATORS

### ACCESS & FLOW



**Target:** Emergency Department ambulance offload time of **83 minutes** (90<sup>th</sup> percentile)

**Priority Indicator**

**Target:** Emergency Department wait time to Physician Initial Assessment (PIA) of **6.9 hours** (90<sup>th</sup> percentile)

**Priority Indicator**

**Target:** **20.2** daily average number of patients waiting in the Emergency Department for an inpatient bed at 8 am

**Priority Indicator**

**Target:** Emergency Department length of stay for non-admitted patients with low acuity of **8.6 hours** (90<sup>th</sup> percentile)

**Priority Indicator**

**Target:** Emergency Department length of stay for non-admitted patients with high acuity of **10.3 hours** (90<sup>th</sup> percentile)

**Priority Indicator**

**Target:** Emergency Department length of stay for admitted patients of **24.2 hours** (90<sup>th</sup> percentile)

**Target:** Emergency Department wait time to inpatient bed of **18.2 hours** (90<sup>th</sup> percentile)

**Target:** **7.1%** of patients who visit the Emergency Department and leave without being seen (LWBS) by a physician

**Target:** **81.5%** of patients with a hip fracture whose time to surgery is less than 48 hours

### EQUITY



**Target:** **80%** of staff (executive, directors and managers) who have completed relevant equity, inclusion, diversity, and antiracism education

**Target:** Emergency Department wait time to Physician Initial Assessment (PIA) for individuals with sickle cell disease CTAS 1 or 2 of **90 minutes** (average)

### PATIENT EXPERIENCE



**Target:** **75.5%** respond "Completely" to the Patient Satisfaction question: "Did you receive enough information from hospital staff about your health and care at discharge?"

### SAFETY



**Target:** **0.9%** of patients with delirium onset during hospitalization

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

**Target:** **0.15%** of staff experiencing a Workplace Violence incident resulting in a lost time injury