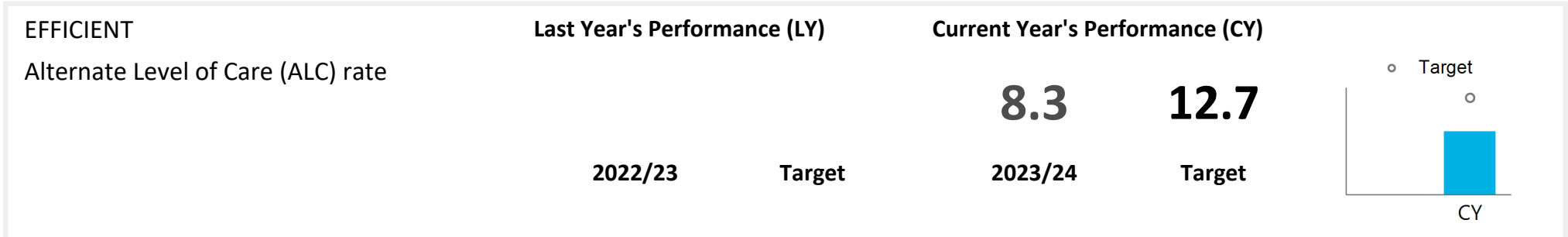
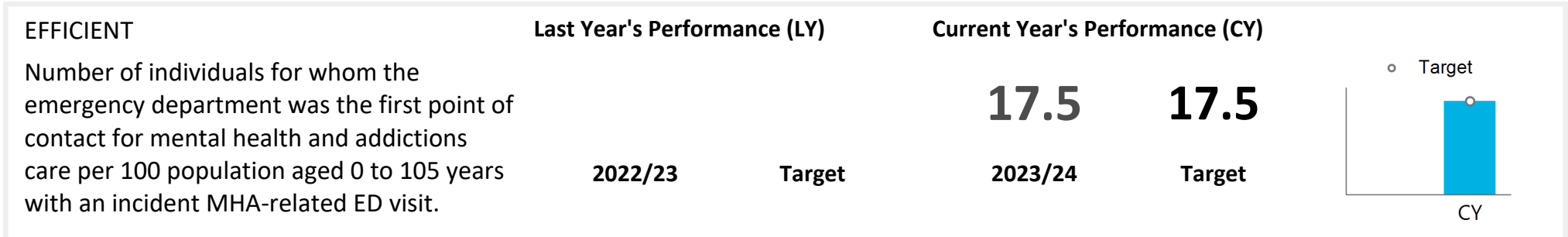


THEME I: TIMELY AND EFFICIENT TRANSITIONS



Collaborators: Windsor Essex Ontario Health Team, Home and Community Care, Hotel Dieu Grace Healthcare



Collaborators: Windsor Essex OHT, Mental Health and Addictions Network Table (Windsor-Essex)

THEME II: SERVICE EXCELLENCE

PATIENT-CENTRED

Percentage of respondents who responded “completely” 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?

Last Year's Performance (LY)

47.1

2022/23

58.4

Target

Current Year's Performance (CY)

59.8

2023/24

63.0

Target

↑ Higher is better

○ Target



LY

CY

THEME III: SAFE AND EFFECTIVE CARE

SAFE

Number of workplace violence incidents reported by hospital workers (as defined by OHSA) within a 12 month period.

Last Year's Performance (LY)

175.0 **166.0**

2022/23

Target

Current Year's Performance (CY)

308.0 **308.0**

2023/24

Target

↓ Lower is better

○ Target



EFFECTIVE

Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion the total number of patients discharged.

Last Year's Performance (LY)

89.3 **90.0**

2022/23

Target

Current Year's Performance (CY)

91.2 **91.2**

2023/24

Target

↑ Higher is better

○ Target



