

Windsor Regional Hospital

Snapshot of 18/19 Quality Improvement Plan

PRIORITY **QUALITY AND SAFETY GOALS**

PROVIDE TIMELY AND EFFICIENT CARE



Goal: Provide timely access to care and services for Complex Patients by reducing their ED Wait Times to 8.0 Hours

Goal: Ensure our patients have access to the *right* level of care by attaining an ALC (Alternative Level of Care) Rate of 12.7%

TREAT PATIENTS IN AN EFFECTIVE MANNER



Goal: Lower readmissions within 30 days for CHF patients to 21.2%

Goal: Lower readmissions within 30 days for COPD patients to 19.9%

Goal: Lower readmissions within 30 days for Stroke patients to 8.5%

Goal: Lower readmissions within 30 days for Mental Illness or Addiction patients to 10.7%

Goal: Lower our Hospital Standardized Mortality Ratio to 91

Goal: Receive 70% positive responses on “Did you receive enough information upon leaving the hospital?”

PROVIDE AN OUTSTANDING PATIENT-CENTRED EXPERIENCE



Goal: Increase the percentage Palliative Patients going home with support to 85.1%

Goal: Receive 70% positive responses on “Would you recommend this hospital to your friends and family (Inpatient care)?” survey question

Goal: Receive 59% positive responses on “Would you recommend this ED to your friends and family?” survey question

KEEP PATIENTS SAFE AND PROTECT THEM FROM HARM



Goal: Increase our Medication Reconciliation % at Admission to 82%

Goal: Increase our Medication Reconciliation % at Discharge to 59%

Goal: Achieve 100% compliance with usage of the Surgical Safety Checklist

Goal: Lower Falls with Injury (per 1,000 Patient Days) to 0.04

Goal: Lower Hospital Acquired Infections (per 1,000 Patient Days) to 3.0

Goal: Reduce instances of Workplace Violence to *CB

**CB – Collecting Baseline: Since this is a new indicator, we are collecting data as a baseline before setting any increase/decrease targets.*