



Quality Improvement Plan 2020/2021

Issue	Quality dimension	Measure/Indicator	Unit / Population	Source / Period	2021-22 Target
Theme I: Timely and Efficient Transitions	Timely	Percentage of patients discharged from hospital for which discharge summaries are delivered to primary care provider (when available) within 48 hours of patient's discharge from hospital.	% / Discharged patients	Local data collection / Most recent 12 month period	100%
Theme II: Service Excellence	Patient-centered	Percentage of feedback requiring follow-up acknowledged to the individual who provided feedback within five business days.	% / All patients	Local data collection / Most recent 12 month period	100 %
		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?	% / Survey respondents	Local data collection / Most recent 12 month period	75%
	Organizational	Successful completion of Accreditation Canada Primer. Plan for this to occur in Feb 2022 (exact date TBD).	Completed (status updated to be provided at each meeting)	Updates from Accreditation Team	Completed
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.	Count / Worker	Local data collection / Most recent 12 month period	
	Safe	Percentage of Casey House staff who have received the COVID vaccination.	Count	Local data collection (HR)/Active Staff List	80%
	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.	Rate per total number of discharged patients / Discharged patients	Local data collection / Most recent 12 month period	100%