



Quality Improvement Plan 2020/2021

Issue	Quality dimension	Measure/Indicator	Unit / Population	Source / Period	Target	Current Performance			
						Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21 (Feb 2021)
Theme I: Timely and Efficient Transitions	Timely	Percentage of patients discharged from hospital for which discharge summaries are delivered to primary care provider within 48 hours of patient's discharge from hospital.	% / Discharged patients	Local data collection / Most recent 12 month period	100%	21%	36%	93%	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 %	100 %	100 %	100 %	No complaints received
		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%	83%	78%	71%	100%
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	n/a	2	8	10	8
	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%	27%	38%	100%	100%