



# Quality Improvement Plan 2023-2024

Issue	Quality dimension	Measure/Indicator	Unit / Population	Source / Period	2023-2024 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%
	Efficient	Percentage of Inpatient Clients who will complete the outpatient SCS intake at discharge	% / all Inpatient clients who identify active intravenous SU	Local data collection / most recent 12 month period	100%
Theme II: Service Excellence	Patient-centered	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%
		Percentage of respondents who responded "Yes" to "Did you feel involved in decisions about your care?"	% / Survey respondents		75%
	Organizational	Successful completion of Accreditation Canada ROP's in preparation for May 2024 QMentum.	Proceed to QMentum phase of Accreditation Canada.	Assessment from Accreditation Canada Surveyors.	Completion of ROP's
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
	Safe	Percentage of Workplace Violence Incident reports with documented follow-up and investigation	% / Total Number of Workplace Violence Incident Report	Completed incident-report	100%
	Safe	Number of workplace Identify/Racism Incident reports by hospital workers (as defined by OHSA) within a 12-month period	Count/Worker	Local data collection / Most recent 12-month period	N/A
	Safe	Percentage of brief surveys completed by Outpatient clients after visiting the SCS	% / all clients who use the DHP SCS	Local data collection / most recent 12-month period	100%
	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%
Theme IV: Health Equity	Equitable	Number of Active Clients to complete MRAT		Local data collection /Most recent 12-month period	