

Quality Improvement Plan 2024-2025

St. Joseph's Healthcare Hamilton is pleased to share our 2024/25 Quality Improvement Plan (QIP) that outlines measurable steps we will take towards providing high-quality care that is delivered with compassion, dignity, and respect for patients, their families, and our healthcare workers.

Access & Flow

Improve efficiencies to ensure the right care, at the right place at the right time

Indicator:

Average time to inpatient bed



Target

10.8 hours (Acute)

14.0 hours (Mental Health and Addictions)

Equity

Provide SJHH leaders with a foundational understanding of the ongoing impacts of colonization on Indigenous peoples, with an emphasis on the importance of providing culturally safe healthcare

Indicator:

Percentage of leaders who have completed San'yas Indigenous Cultural Training



Target

75%

Experience

Increase patient and family engagement and experience at the point of care

Indicator:

Number of units where the Essential Care Partners program has been implemented



Target

16

Safety

Decrease workplace violence towards staff

Indicator:

Workplace Violence Lost Time Injury Frequency Rate (LTIFR)



Target

0.45

Improve medication safety and decrease risk of adverse events

Indicator:

Inpatient Best Possible Medication History Compliance



Target

80%

Improve safety for those at risk of suicide

Indicator:

Suicide risk screening at triage compliance



Target

90%

Decrease risk of pressure injuries and their progression

Indicator:

Number of hospital-acquired level 3, 4 and unstageable pressure injuries



Target

10