

## 2022/23 Quality Improvement Plan metrics SJHH

QIP Type	Priority	Priority	Priority	Priority	Custom	Custom
<b>Aim</b>	Improve healthcare worker workplace violence reporting	Percent of Discharge Summaries sent from hospital to community care providers within 48 hours	Did patients feel they received adequate information about their health and their care at discharge?	Improve medication reconciliation for discharged patients	To formalize the role of Essential Caregivers/Support people	Improve patient specific equity data
<b>Outcome Measure</b>	# of workplace violence reports	Percent of discharge summaries sent within 48 hours	Percent positive responses to "Did you receive enough information when you left hospital" (source: IP-CPES survey)	Proportion of patients discharged from hospital for whom medication reconciliation is provided	Clarified and standardized role for caregiver/support person endorsed by PFAC and approved by ELT	% of inpatients from January – March 2023 with updated race based & ethnicity demographic information
<b>Dimension</b>	Safe	Efficient	Patient Centred	Effective	Patient Centred	Equity
<b>Target</b>	900	85%	85.1%	88%	Standardized role approved	50%
<b>Target justification</b>	- Maintenance of target from previous year	- Maintenance of current performance	- 85.1 is the teaching hospital average	Maintenance of current performance	n/a	This is a new process
<b>Strategic Plan Alignment</b>	BUILDING - Strengthen our focus on ensuring a safe and well workplace	CARING - Build care processes that integrate leading practices into our QI work	CARING - Partner with patients and families to improve experience and quality of care	CARING - Build care processes that integrate leading practices into our QI work	CARING - Partner with patients and families to improve experience and quality of care	CARING - Provide equitable access to care; improve health outcomes for the communities we serve
<b>Rationale</b>	Workplace violence is a significant issue in the health care sector. The extent of this issue and its effect on workers has increasingly been recognized in Ontario. By increasing reporting, workplace violence may be addressed and the number of violent events can be decreased.	Ensuring community providers receive timely information regarding a patient's hospital stay is critical to the patient's transition from hospital to home.	Transitions from hospital will be more successful if patients and families feel they were prepared and provided with the right amount of information.	Medication reconciliation is the process of creating the most accurate list possible of medications a patient is taking.  Ensuring medications are accurate reduces the occurrence of medication errors and ensures a successful transition from hospital.	Essential Caregivers/Support people play an important role in the well-being of patients.  Embedding Caregivers/Support people further into the care team has been shown to improve health outcomes and result in a higher quality of care.	Identified gap at SJHH.  Presents organizational risk, particularly in current social climate Currently unable to assess if healthcare is being delivered equitably and where improvements can be made. Internationally being highlighted as an important focus for quality and patient safety work