

2024/25 QUALITY GOALS & OBJECTIVES



DELIVER SAFE AND EFFECTIVE PATIENT CARE RESPONSIVE TO THE NEEDS OF OUR REGION

Decrease 90th percentile emergency department wait time to inpatient bed **(QIP)**

"Did you receive enough information about what to do if you were worried about your condition/treatment after you left the hospital? to 95-100% **(QIP)**

100% completion of medication reconciliation upon internal transfer to Surgical Services **(QIP)**

STRENGTHEN PARTNERSHIPS AND COMMUNITY ENGAGEMENT

Integrate Patient & Family Advisors into new hospital initiatives regarding hospital planning

ENSURE THE FINANCIAL SUSTAINABILITY OF THE HOSPITAL

Align financial performance with planned operational budget

SUPPORT OUR CURRENT AND FUTURE HEALTH CARE TEAM

80-100% of full-time and part-time staff who have completed relevant equity, diversity, inclusion, and antiracism education. **(QIP)**

Maintain/improve staff and physician overall satisfaction scores on the Work-Life Pulse Survey

Number of reported workplace violence incidents

SCORECARD

- 95-100% compliance on Hand Hygiene before and after patient contact.
- 100% completion of medication reconciliation upon discharge **(QIP)**
- Resolve and communicate 95% of RL6s within 30 days of submission (less needle stick/WSIB)
- Report/Track the number of falls that occur causing significant harm
- Monitor the number of reported phish emails by staff utilizing the "report phish" function