

2025/26

# QUALITY GOALS & OBJECTIVES



## EMBRACING EQUITY, DIVERSITY, AND INCLUSION IN EVERYTHING WE DO

### Caring for our Patients

Daily average number of patients waiting in the emergency department for an inpatient bed at 8 a.m. *(QIP)*

Did patients feel they received adequate information about their health and their care at discharge *(QIP)*

Rate of delirium onset during hospitalization *(QIP)*

### Valuing our People & Teams

Maintain/improve staff and physician overall satisfaction scores on the Accreditation Global Workforce Survey

Increase staff rounding for FT/PT staff in order to maintain a culture of listening and implementing staff initiatives ideas for improvement

### Innovating for a Sustainable Future

Align financial performance with planned operational budget

### Anticipating & Responding

Integrate Patient & Family Advisors into hospital projects

## ED P4R SCORECARD

90th percentile ambulance offload time *(QIP)*

90th percentile emergency department wait time to physician initial assessment *(QIP)*

90th percentile ED length of stay for admitted patients

90th percentile ED wait time to inpatient bed

90th percentile ED length of stay for nonadmitted patients with high acuity

90th percentile ED length of stay for nonadmitted patients with low acuity

% of patients who visiting the ED and left without being seen by a physician