

2022/23

QUALITY GOALS & OBJECTIVES

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

Ensure that 85% of patients have timely access to inpatient beds and are admitted within 1.5 hours of decision to admit.

"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% of patients to receive medication reconciliation upon internal transfer to Surgical Services.

STRENGTHEN PARTNERSHIPS AND COMMUNITY ENGAGEMENT

Completion of multi-year priority planning for the Health Equity Committee

Increase discharge summaries sent from hospital to community care provider within 2 business days to 95%. *(QIP)*

ENSURE THE FINANCIAL SUSTAINABILITY OF THE HOSPITAL

Achieve a balanced budget for the fiscal year

Completion of 5-year infrastructure and equipment renewal plan

SUPPORT OUR CURRENT AND FUTURE HEALTH CARE TEAM

95% of staff (part-time and full-time) to complete mandatory cybersecurity training by the end of the fiscal year

Full redevelopment/launch of clinical volunteer program

Development of Recruitment & Retention Committee, terms of reference & work plan

SCORECARD

- COVID-19 Response: Complete 5-10 PPE Audits per month with a 95% successful rate.
- COVID-19 Response: 95% of staff (part-time and full-time) to complete PPE education by the end of the fiscal year
- COVID-19 Response: 95-100% compliance on Hand Hygiene before and after patient contact.
- Report/Track the number of falls that occur causing significant harm
- Number of workplace violence incidents *(QIP)*
- Maintain/improve staff and physician overall satisfaction scores on the Work-Life Pulse Survey