

2023/24

# QUALITY GOALS & OBJECTIVES

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

Monitor/improve ED length of stay for non-admitted high/low acuity patients

"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)*

Resolve and communicate 95% of RL6s within 30 days of submission (less needle stick/WSIB)

## STRENGTHEN PARTNERSHIPS AND COMMUNITY ENGAGEMENT

Completion of one quality improvement initiative with local LTC to improve patient transitions

## ENSURE THE FINANCIAL SUSTAINABILITY OF THE HOSPITAL

Align financial performance with planned HAPS (actual vs. planned)

## SUPPORT OUR CURRENT AND FUTURE HEALTH CARE TEAM

Monitor the number of reported phish emails by staff utilizing the "report phish" function

Develop a succession plan to review on an annual basis to prepare for future recruitment needs

Completion of four mental health & wellness sessions to support staff and physicians through post-pandemic recovery

## SCORECARD

- 95-100% compliance on Hand Hygiene before and after patient contact.
- 100% completion of medication reconciliation upon discharge *(QIP)*
- 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