

Windsor Regional Hospital

Snapshot of 19/20 Quality Improvement Plan

PRIORITY

QUALITY AND SAFETY

TIMELY AND EFFICIENT TRANSITIONS



EFFICIENT

TIMELY

Goal: Ensure our patients have access to the *right* level of care by attaining an ALC (Alternative Level of Care) Rate of 12.7%

Goal: Average number of inpatients being treated in unconventional spaces per day *CB

Goal: Move 90% of our admitted patients from the ED to their inpatient bed within 10.7 Hours

Goal: Send discharge summaries to community care providers within 48 hours *CB

SERVICE EXCELLENCE



PATIENT-CENTRED

Goal: Receive 70% positive responses on "Did you receive enough information upon leaving the hospital?"

Goal: Acknowledge complaints received within 5 business days *CB

SAFE AND EFFECTIVE CARE



SAFE

EFFECTIVE

Goal: Reduce instances of Workplace Violence to 243

Goal: Document the palliative care needs for our palliative care patients *CB

Goal: Lower readmissions within 30 days for Mental Illness or Addiction patients to 11.3%

Goal: Increase our Medication Reconciliation % at Discharge to 59%

*CB – Collecting Baseline: For new indicators, we collect data for one year to establish a baseline before setting any increase/decrease targets.