

# Windsor Regional Hospital

## Snapshot of 20/21 Quality Improvement Plan

### PRIORITY

### QUALITY AND SAFETY

#### TIMELY AND EFFICIENT TRANSITIONS



#### EFFICIENT

**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 or ED stretchers per day \*CB

#### TIMELY

**Goal:** Move 90% of our admitted patients from the Emergency Department (ED) to their inpatient bed within 6.4 Hours  
**Mandatory**

**Goal:** Send discharge summaries to community care providers within 48 hours 27%

#### 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 100% of the time

#### SAFE AND EFFECTIVE CARE



#### SAFE

**Goal:** Reduce instances of Workplace Violence to 206 incidents  
**Mandatory**

#### EFFECTIVE

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

**Goal:** Reduce repeat Emergency Department visits for mental health patients 19.85%

**Goal:** Increase our Medication Reconciliation % at Discharge to 62%