

LHSC Quality Improvement Plan Indicators



Medication Reconciliation Upon Admission



Medication Reconciliation at Discharge



Patient Information Before Leaving Hospital



Patient Satisfaction with LHSC Emergency Department



ED Wait Time

What are we measuring?

How many patients had their medications reconciled upon admission?

How many patients had their medications reconciled at discharge?

Patients' perception of whether they felt well-informed before leaving the hospital.

Patients' assessment of whether they would recommend the LHSC Emergency Department to others.

How many hours did 90% of complex patients spend in the Emergency Department?

People impacted

12,202 patients admitted

11,990 patients discharged

339 patients responded to survey

164 patients responded to survey

29,185 complex patient visits in Emergency

10,307 received medication reconciliation

8,028 received medication reconciliation

191 positive responses

102 positive responses

9 in 10 patients waited 13.3 hours or less

How are we doing?

- Meets or Exceeds Performance Target
- Within Performance Corridor
- Below Performance Target

84.5%

67.0%

56.3%

62.2%

13.3 Hours

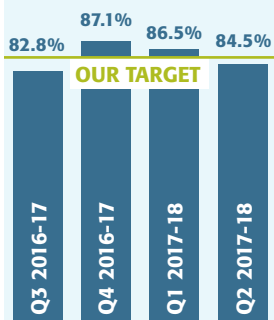
Our Target
85.0%

Our Target
77.0%

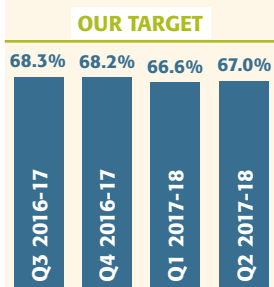
Our Target
71.0%

Our Target
74.0%

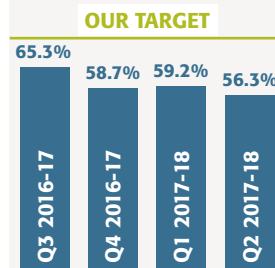
Our Target
10.3 Hours



CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER