

# LHSC Quality Improvement Plan Indicators



Discharge  
Summaries within 48  
hours



Never Events & Falls  
with Significant Injury



Our People Wellness



Overall Incidents of  
Workplace Violence



ED Wait Time for an  
Inpatient Bed

## What are we measuring?

How many inpatients  
had their summary  
available within 48  
hours of discharge?

How many patient  
safety incidents  
resulted in a fall  
causing significant  
injury or a never  
event?

Our staff, physicians,  
learners, and  
volunteers' self-  
perception of stress  
and feelings of  
support from leaders

How has workplace  
violence reporting  
changed over the  
last 12 months

How many hours did  
90% of patients  
spend in the  
Emergency  
Department waiting  
for an inpatient bed?

## People Impacted

9,808 patients  
discharged\*  
  
6,102 had discharge  
summaries available  
within 48 hours

5 patients had a fall  
with significant injury  
  
8 patients  
experienced a never  
event

3,245 of our people  
reported feeling  
stressed  
  
11,628 of our people  
feel supported by  
their leaders

326 incidents of  
threats of physical  
and verbal violence  
reported

6,447 patients  
admitted through the  
Emergency  
  
9 in 10 patients  
waited 16.7 hours or  
less

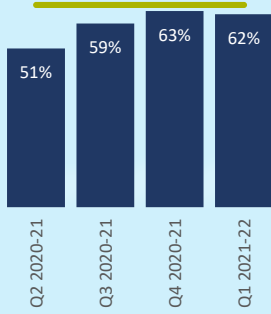
## How are we doing?

- Meets or Exceeds Performance Target
- Approaching Performance Target
- Not Meeting Performance Target

62%

Our Target  
65%

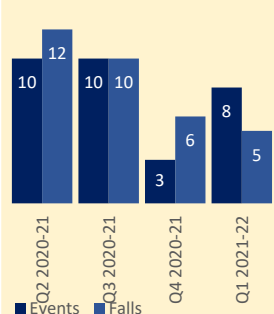
Our Target



8  
Never  
Events

5  
Falls with  
Significant Injury

Our Target  
Collecting  
Baseline Data



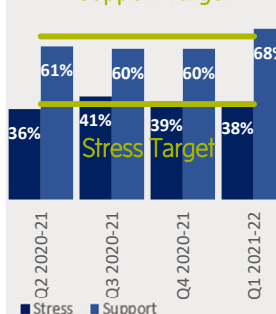
38%  
Stress

68%  
Support

Our Target  
38%  
Stress

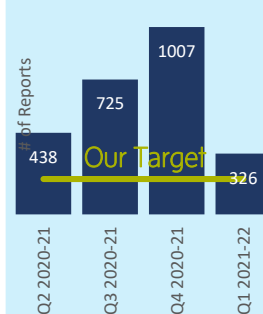
65%  
Support

Support Target



326 Reports

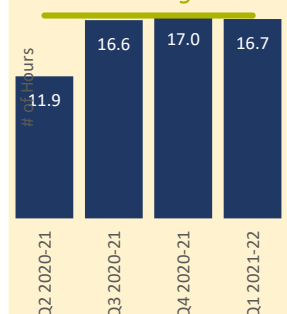
Our Target  
190 Reports



16.7 Hours

Our Target  
17.0 Hours

Our Target



\* Exclusions Applied

Current  
Quarter

Current  
Quarter

Current  
Quarter

Current  
Quarter

Current  
Quarter