

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

10,413 patients discharged*
6,204 had discharge summaries available within 48 hours

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

2,373 of our people reported feeling stressed
7,133 of our people feel supported by their leaders

633 incidents of threats of physical and verbal violence reported

6,786 patients admitted through the Emergency
9 in 10 patients waited 18.2 hours or less

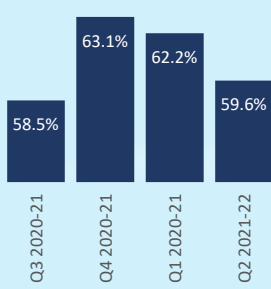
How are we doing?

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

59.6%

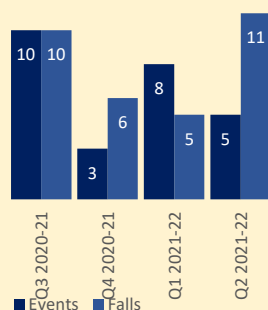
Our Target 65%

Our Target



5 Never Events
11 Falls with Significant Injury

Our Target Collecting Baseline Data



40.0% Stress
60.4% Support

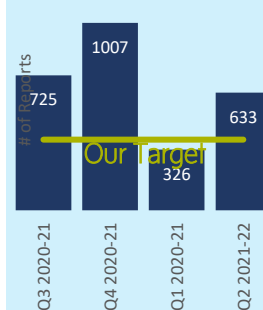
Our Target 38% Stress
65% Support

Support Target



633 Reports

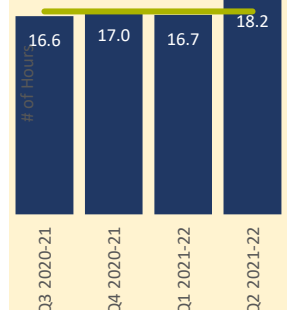
Our Target 380 Reports



18.2 Hours

Our Target 17.0 Hours

Our Target



* Exclusions Applied

Current Quarter

Current Quarter

Current Quarter

Current Quarter

Current Quarter