

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

9,431 patients discharged*
5,968 had discharge summaries available within 48 hours

10 patients had a fall with significant injury
3 patients experienced a never event

2,222 of our people completed the Well-Being at Work Survey

1,061 incidents of threats of physical and verbal violence reported

9 in 10 patients waited 22.6 hours or less

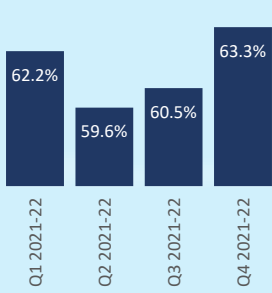
How are we doing?

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

63.3%

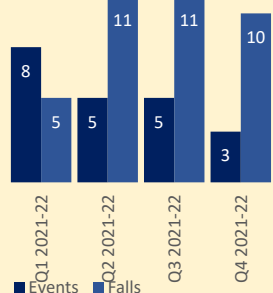
Our Target 65%

Our Target



3 Never Events
10 Falls with Significant Injury

Our Target Collecting Baseline Data



42.6% Stress
59.9% Support

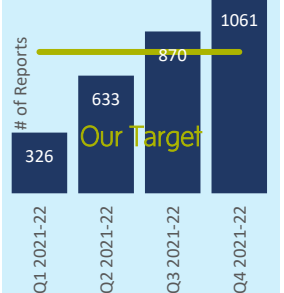
Our Target 38% Stress, 65% Support

Support Target



1,061 Reports

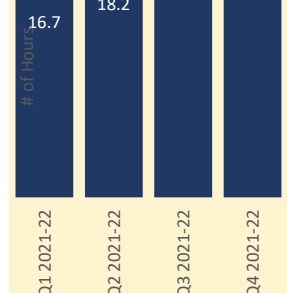
Our Target 760 Reports



22.6 Hours

Our Target 17.0 Hours

Our Target



* Exclusions Applied

Current Quarter

Current Quarter

Current Quarter

Current Quarter

Current Quarter