

# Quality Improvement Plan

London Health Sciences Centre (LHSC) is one of Canada's largest research-intensive acute care teaching centres, providing care to our region and the province. LHSC provides advanced levels of care for Southwestern Ontario including rare disease management to groundbreaking therapies and procedures. Team LHSC continues to exceed care expectations in the changing health-care landscape ensuring our commitment to safety for all patients while advancing research and training future providers.

## Why is quality improvement important?

To ensure we improve the quality and safety of the services we provide, LHSC continually implements evidence-based changes to the way we work. The provincial lead organization that supports health-care practitioners and organizations in their quality improvement journey is Ontario Health.

## What is a Quality Improvement Plan?

Each year LHSC is required to submit a Quality Improvement Plan to Ontario Health outlining how we will improve the quality of care we provide to our patients in the coming year.

LHSC will measure the success of its Quality Improvement Plan using six key indicators in the 2023/2024 fiscal year:



### Length of Emergency Department Wait for an Inpatient Bed

This measures the amount of time from the decision to admit a patient to the time they leave the Emergency Department. It is captured in hours representing the maximum length of time that 90 per cent of patients from the Emergency Department wait for an inpatient bed or an operating room. Our Target: 24 hours or less.



### Time to Physician Initial Assessment in the Emergency Department

This indicator measures the maximum length of time in hours that 90 per cent of patients from the Emergency Department wait to see a physician. Our Target: 6 hours or less.



### Surgical wait times for lower priority surgeries

This measures the per cent of surgical cases meeting provincial wait time targets for treatment, measured from the date the surgeon makes the decision to perform the surgery to the actual surgery date. It focuses on less urgent, not life-saving surgeries that still require timely, appropriate access. Our Target: 71 per cent or more.



### Patient Experience Survey Question

This measures the percentage of respondents to the Canadian Patient Experience Survey who responded "completely" to the following survey question "Were you involved as much as you wanted to be in decisions about your care and treatment?" Our Target: 65 per cent or more.



### Discharge Summaries Within 48 hours

This measures the percentage of discharge summaries for patients that are completed within 48 hours of the patient's discharge. Our Target: 80 per cent or more.



### Overall Incidents of Workplace Violence

This measures the number of qualifying incidents of violence directed toward a staff/affiliate including physical force, sexual violence and threats of both. Our Target: 1,024 incidents or less.