

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

12,379 patients admitted

12,182 patients discharged

344 patients responded to survey

162 patients responded to survey

30,674 complex patient visits in Emergency

10,826 received medication reconciliation

8,084 received medication reconciliation

194 positive responses

89 positive responses

9 in 10 patients waited 13.7 hours or less

How are we doing?

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

87.5%

66.4%

56.4%

54.9%

13.7 Hours

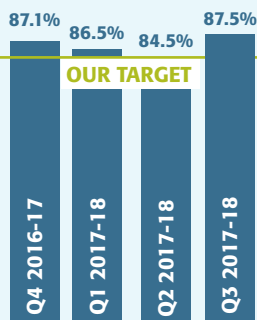
Our Target
85.0%

Our Target
77.0%

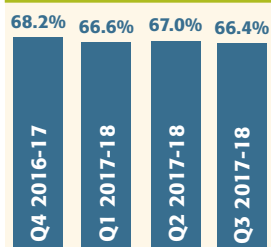
Our Target
71.0%

Our Target
74.0%

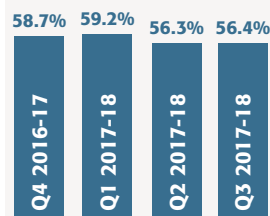
Our Target
10.3 Hours



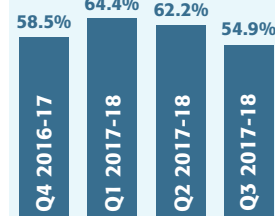
CURRENT QUARTER



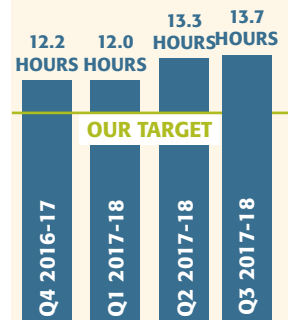
CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER