

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

12,276 patients admitted

11,891 patients discharged

360 patients responded to survey

155 patients responded to survey

29,772 complex patient visits in Emergency

10,952 received medication reconciliation

8,299 received medication reconciliation

228 positive responses

81 positive responses

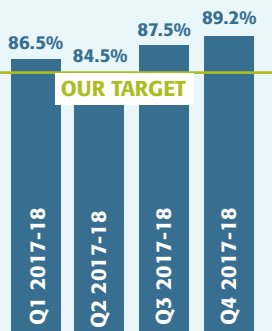
9 in 10 patients waited 15.1 hours or less

How are we doing?

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

89.2%

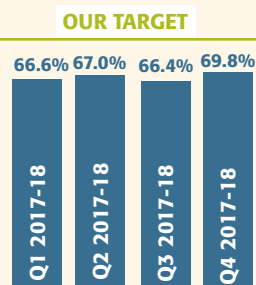
Our Target **85.0%**



CURRENT QUARTER

69.8%

Our Target **77.0%**



CURRENT QUARTER

63.3%

Our Target **71.0%**



CURRENT QUARTER

52.3%

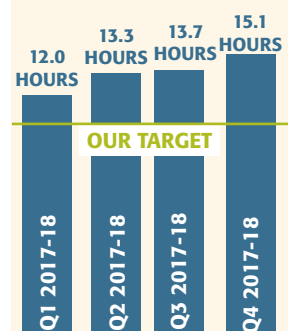
Our Target **74.0%**



CURRENT QUARTER

15.1 Hours

Our Target **10.3 Hours**



CURRENT QUARTER