

LHSC Quality Improvement Plan Indicators



Discharge Summaries available within 48 hours



Medication Reconciliation at Discharge



Patient Information Before Leaving Hospital



Overall Incidents of Workplace Violence



ED Wait Time

What are we measuring?

How many inpatients had their summary available within 48 hours of discharge?

How many patients had their medications reconciled at discharge?

Patients' perception of whether they felt well-informed before leaving the hospital.

How has workplace violence reporting changed over the last 12 months?

How many hours did 90% of complex patients spend in the Emergency Department?

People impacted

10,668 patients discharged*

12,132 patients discharged*

452 patients responded to survey

692 incidents of physical and verbal violence reported

31,494 complex patient visits in Emergency

3,626 had discharge summaries available within 48 hours

9,611 received medication reconciliation

247 positive responses

9 in 10 patients waited 14.2 hours or less

How are we doing?

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

34.0%

79.2%

54.6%

692 Reports

14.2 Hours

Our Target

Our Target

Our Target

Our Target

Our Target

50.0%

77.0%

62.0%

665 Reports

12.7 Hours

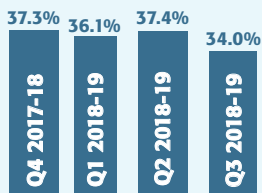
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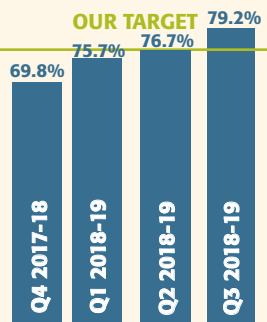
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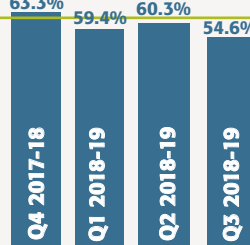
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CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER



CURRENT QUARTER

*exclusions applied