

# 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

10,718 patients discharged\*

12,198 patients discharged\*

422 patients responded to survey

978 incidents of physical and verbal violence reported

30,915 complex patient visits in Emergency

4,089 had discharge summaries available within 48 hours

9,678 received medication reconciliation

262 positive responses

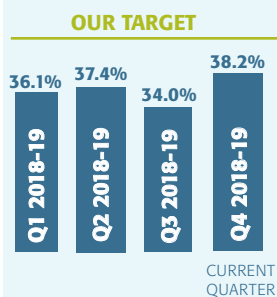
9 in 10 patients waited 14.7 hours or less

## How are we doing?

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

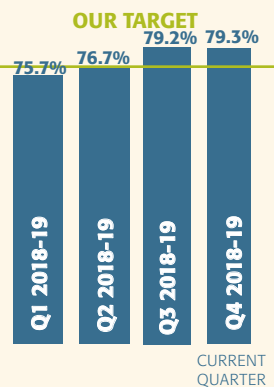
**38.2%**

Our Target  
**50.0%**



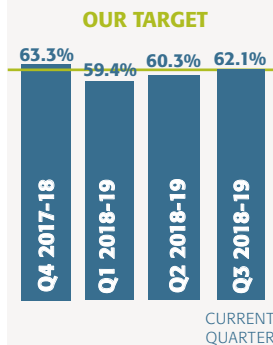
**79.3%**

Our Target  
**77.0%**



**62.1%**

Our Target  
**62.0%**

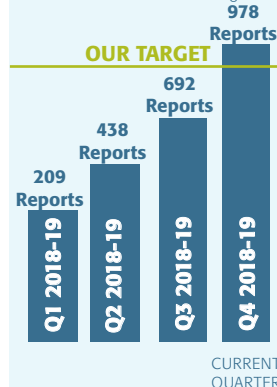


**978 Reports**

Our Target

**886 Reports**

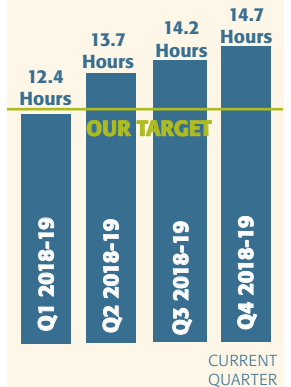
4th Quarter - Cumulative target 978 Reports



**14.7 Hours**

Our Target

**12.7 Hours**



\*exclusions applied