

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 for an Inpatient Bed

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 patients spend in the Emergency Department waiting for an inpatient bed?

People impacted

10,815 patients discharged*

12,416 patients discharged*

474 patients responded to survey

245 incidents of threats of physical and verbal violence reported

6,472 patients admitted through the Emergency

3,976 had discharge summaries available within 48 hours

9,430 received medication reconciliation

276 positive responses

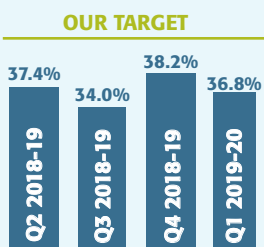
9 in 10 patients waited 19.7 hours or less

How are we doing?

- Meets or Exceeds Performance Target
- Approaching Performance Target
- Not Meeting Performance Target

36.8%

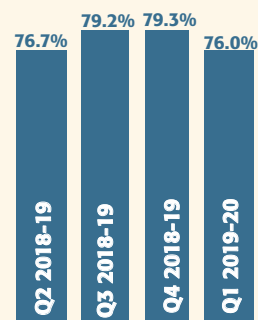
Our Target
50.0%



CURRENT QUARTER

76.0%

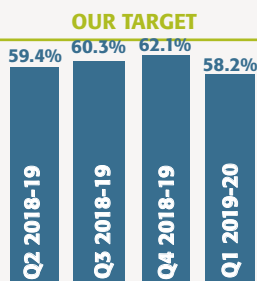
Our Target
85.0%
OUR TARGET



CURRENT QUARTER

58.2%

Our Target
65.0%



CURRENT QUARTER

245 Reports

Our Target
222 Reports



CURRENT QUARTER

19.7 Hours

Our Target
17.0 Hours



CURRENT QUARTER

*exclusions applied