

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

10,476 patients discharged*

12,161 patients discharged*

375 patients responded to survey

252 incidents of threats of physical and verbal violence reported

6,407 patients admitted through the Emergency

4,092 had discharge summaries available within 48 hours

9,143 received medication reconciliation

227 positive responses

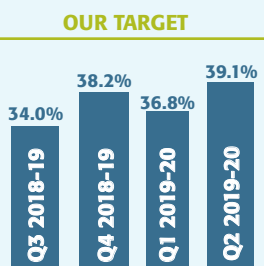
9 in 10 patients waited 17.2 hours or less

How are we doing?

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

39.1%

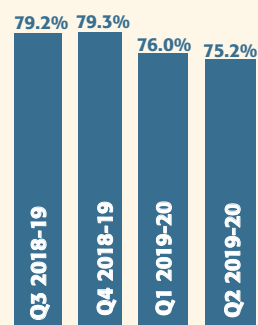
Our Target
50.0%



CURRENT QUARTER

75.2%

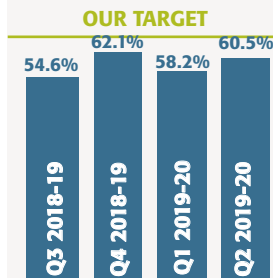
Our Target
85.0%
OUR TARGET



CURRENT QUARTER

60.5%

Our Target
65.0%



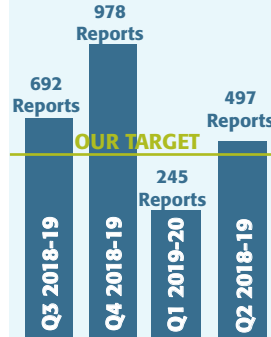
CURRENT QUARTER

497 Reports

Our Target

443 Reports

2nd Quarter - Cumulative target

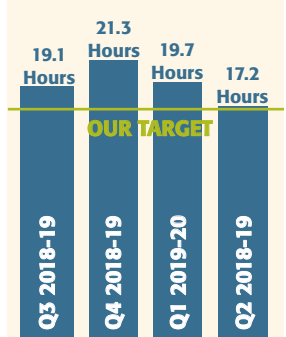


CURRENT QUARTER

17.2 Hours

Our Target

17.0 Hours



CURRENT QUARTER

*exclusions applied