



Q3: OCTOBER 1 - DECEMBER 31, 2019

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?
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People impacted

10,644 patients discharged* 4,189 had discharge summaries available within 48 hours	12,185 patients discharged* 9,209 received medication reconciliation	411 patients responded to survey 246 positive responses	755 incidents of threats of physical and verbal violence reported	6,569 patients admitted through the Emergency 9 in 10 patients waited 22.4 hours or less
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How are we doing?

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



*exclusions applied