

LHSC Quality Improvement Plan Indicators



Discharge
Summaries 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

10,178 patients discharged*
5,209 had discharge summaries available within 48 hours

11,628 patients discharged*
8,793 received medications reconciliation

390 patients responded to survey
203 positive responses

1057 incidents of threats of physical and verbal violence reported

6,091 patients admitted through the Emergency
9 in 10 patients waited 21.7 hours or less

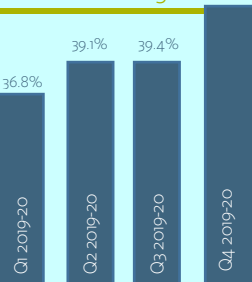
How are we doing?

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

51.2%

Our Target
50.0%

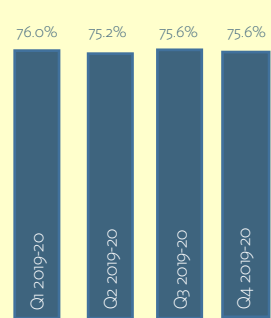
Our Target



75.6%

Our Target
85.0%

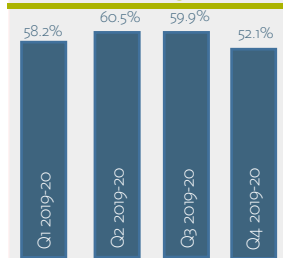
Our Target



52.1%

Our Target
65.0%

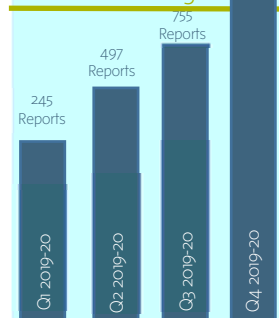
Our Target



1057 Reports

Our Target
886 Hours
4th Quarter – Cumulative Target

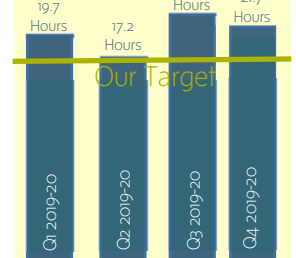
Our Target



21.7 Hours

Our Target
17.0 Hours

Our Target



* Exclusions Applied