

LHSC Quality Improvement Plan Indicators



Discharge Summaries within 48 hours



Never Events & Falls with Significant Injury



Our People Wellness



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 patient safety incidents resulted in a fall causing significant injury or a never event?

Our staff, physicians, learners, and volunteers' self-perception of stress and feelings of support from leaders

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

10,341 patients discharged*
5,305 had discharge summaries available within 48 hours

12 patients had a fall with significant injury
10 patients experienced a never event

2,077 of our people reported feeling stressed
6,925 of our people feel supported by their leaders

438 incidents of threats of physical and verbal violence reported

6,187 patients admitted through the Emergency
9 in 10 patients waited 11.9 hours or less

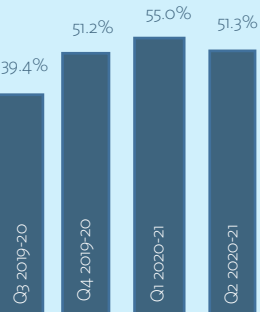
How are we doing?

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

51.3%

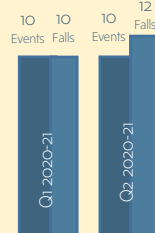
Our Target
65%

Our Target



10 Never Events
12 Falls with Significant Injury

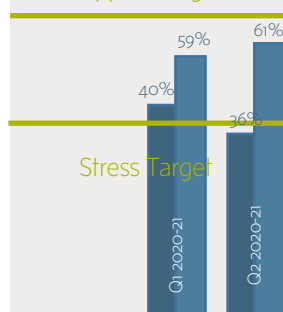
Our Target
Collecting Baseline Data



36% Stress
61% Support

Our Target
38% Stress
65% Support

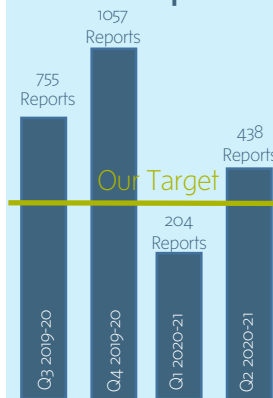
Support Target



438 Reports

Our Target
380 Reports

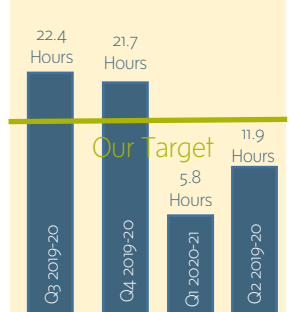
Our Target



11.9 Hours

Our Target
17.0 Hours

Our Target



* Exclusions Applied

Current Quarter

Current Quarter

Current Quarter

Current Quarter

Current Quarter