

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

9,841 patients discharged*
5,760 had discharge summaries available within 48 hours

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

2,221 of our people reported feeling stressed
6,497 of our people feel supported by their leaders

647 incidents of threats of physical and verbal violence reported

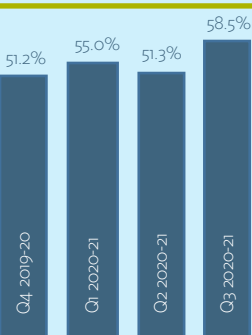
5,955 patients admitted through the Emergency
9 in 10 patients waited 16.6 hours or less

How are we doing?

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

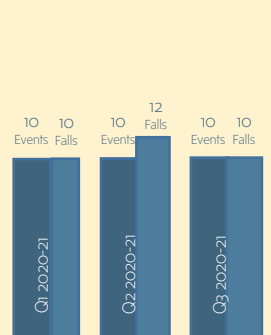
58.5%

Our Target
65%
Our Target



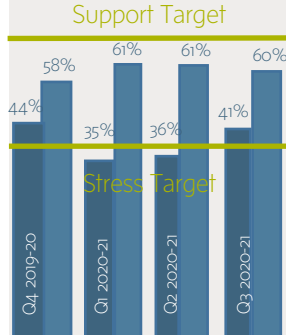
10 Never Events
10 Falls with Significant Injury

Our Target
Collecting Baseline Data



41% Stress
60% Support

Our Target
38% Stress
65% Support



647 Reports

Our Target
570 Reports



16.6 Hours

Our Target
17.0 Hours



* Exclusions Applied

Current Quarter

Current Quarter

Current Quarter

Current Quarter

Current Quarter