

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

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 complex patients spend in the Emergency Department?

People impacted

10,363 patients discharged*

12,017 patients discharged*

446 patients responded to survey

438 incidents of physical and verbal violence reported

29,708 complex patient visits in Emergency

3,879 had discharge summaries available within 48 hours

9,216 received medication reconciliation

269 positive responses

9 in 10 patients waited 13.7 hours or less

How are we doing?

- Meets or Exceeds Performance Target
- Within Performance Corridor
- Below Performance Target

37.4%

T 76.7%

T 60.3%

438 Reports

13.7 Hours

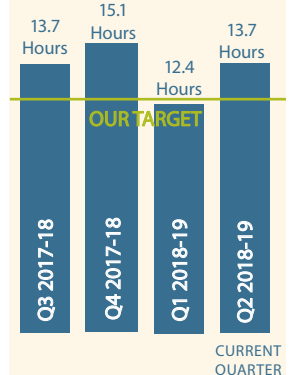
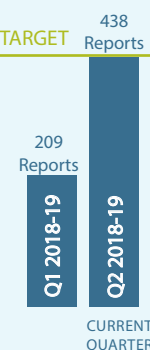
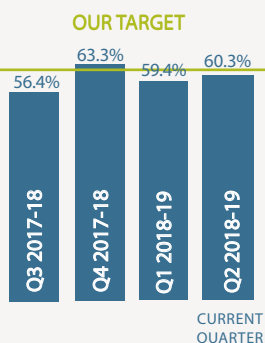
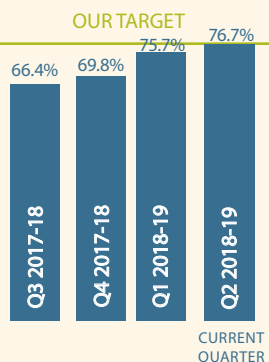
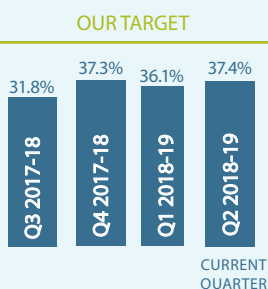
Our Target **50.0%**

Our Target **77.0%**

Our Target **62.0%**

Our Target **443 Reports**
2nd Quarter - Cumulative target

Our Target **12.7 Hours**



*exclusions applied

T - Triggered Red