

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

10,718 patients discharged*

12,198 patients discharged*

422 patients responded to survey

978 incidents of physical and verbal violence reported

30,915 complex patient visits in Emergency

4,089 had discharge summaries available within 48 hours

9,678 received medication reconciliation

262 positive responses

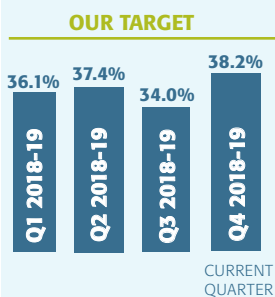
9 in 10 patients waited 14.7 hours or less

How are we doing?

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

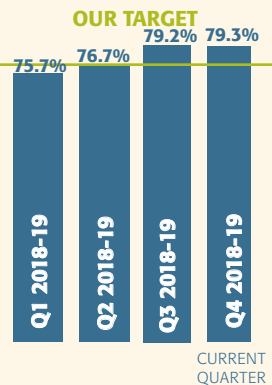
38.2%

Our Target
50.0%



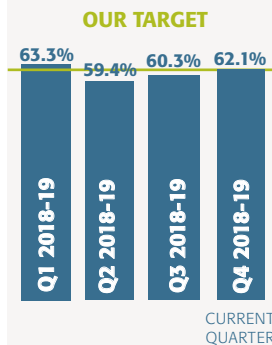
79.3%

Our Target
77.0%



62.1%

Our Target
62.0%

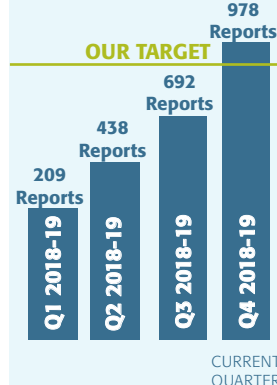


978 Reports

Our Target

886 Reports

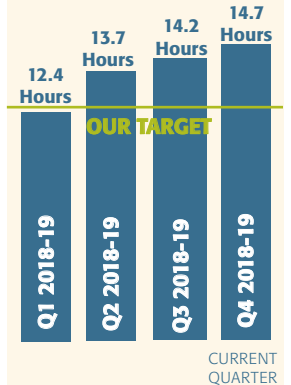
4th Quarter - Cumulative target 978 Reports



14.7 Hours

Our Target

12.7 Hours



*exclusions applied