

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

7,905 patients discharged*
4,346 had discharge summaries available within 48 hours

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

2784 of our people reported feeling stressed
8274 of our people feel supported by their leaders

204 incidents of threats of physical and verbal violence reported

5,169 patients admitted through the Emergency
9 in 10 patients waited 5.8 hours or less

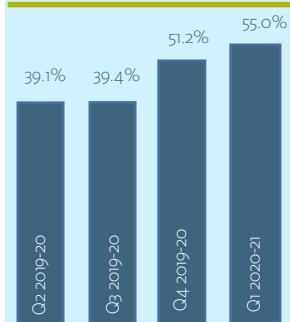
How are we doing?

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

55%

Our Target
65%

Our Target



23 Incidents

Our Target
Collecting Baseline Data

New Indicator for 2020-21



40% 59%

Stress Support

Our Target
38% 65%

Stress Support Target

Stress Target

New Indicator for 2020-21



204 Reports

Our Target
190 Reports

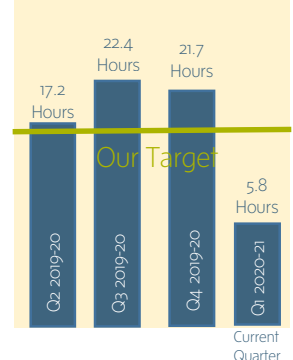
Our Target



5.8 Hours

Our Target
17.0 Hours

Our Target



* Exclusions Applied

Current Quarter

Current Quarter

Current Quarter

Current Quarter

Current Quarter