

Patient Care Improvement Plan 2024-25

Priority Issue	Indicator	Current Performance	Proposed 2024/25 Target	Target set for 2023/24	Responsible Departments	Data Sources	Provincial Benchmarks
Experience	Do patients feel they received adequate information at discharge (completely satisfied)	73%	80%	85% or more (top 2 positive responses included: completely & quite a bit)	ER/Day Surg/Inpts/OBS	Qualtrics	ED Small Hospital Average (2022): 60.9% Champlain LHIN Average (2022): 63%
Safety	Workplace Violence Incidents Resulting in Lost Time	0%	0%	NEW	CORPORATE	EHS	N/A
Safety	Medication Reconciliation upon Discharge	87%	92%	86%	CCC/MS/ECU	EPIC	N/A
Access & Flow	OR Scheduling Accuracy	75%	82%	82%	PERIOP	IPOINT	Small community hospitals: 71%
Access & Flow	ED Left Without Being Seen Rate**	9.9%	8%	NEW	ED	EPIC	N/A
Access & Flow	90 <sup>th</sup> Percentile ED LOS (for all patients irrespective of admission and acuity status)	10.4 hours	8 hours	NEW	ED	EPIC	ED LOS adm: 38.7 hrs ED LOS non-adm high acuity: 8.55 hrs ED LOS non-adm low acuity: 6.54 hrs
Access & Flow	90 <sup>th</sup> Percentile Ambulance Off-load Time**	61 mins	45 mins	NEW	ED	EPIC	Ave of 90 <sup>th</sup> percentile Low-medium volume hospitals (Nov 2023): 66 mins
Equity	Percentage of Staff who have completed equity/diversity/inclusion/anti-racism education	53.1% (All staff for LGBTQ2+ mandatory training)	90%	NEW	CORPORATE	SURGE	N/A
Timely & Efficient	Mean Percentile Wait Time for CT Priority 4	180 days	74 days	75 days	DI	IPOINT	Provincial average wait time CT Priority 4: 74 days