

## Excellent Care for All

### Quality Improvement Plans (QIP): Progress Report for 2018/19 QIP

The Progress Report is a tool that will help organizations make linkages between change ideas and improvement, and gain insight into how their change ideas might be refined in the future. The new Progress Report is mostly automated, so very little data entry is required, freeing up time for reflection and quality improvement activities.

Health Quality Ontario (HQO) will use the updated Progress Reports to share effective change initiatives, spread successful change ideas, and inform robust curriculum for future educational sessions.

ID	Measure/Indicator from 2018/19	Org Id	Current Performance as stated on QIP2018/19	Target as stated on QIP 2018/19	Current Performance 2019	Comments
1	"Would you recommend this emergency department to your friends and family?" ( %; Survey respondents; April - June 2017 (Q1 FY 2017/18); EDPEC)	624	90.40	95.00	96.50	
2	"Would you recommend this hospital to your friends and family?" (Inpatient care) ( %; Survey respondents; April - June 2017 (Q1 FY 2017/18); CIHI CPES)	624	87.10	95.00	94.70	
3	Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital? ( %; Survey respondents; April - June 2017(Q1 FY 2017/18); CIHI CPES)	624	54.30	70.00	64.00	
4	Medication reconciliation at admission: The total number of patients with medications reconciled as a proportion of the total number of patients admitted to the hospital ( Rate per total number of admitted patients; Hospital admitted patients; October – December (Q3) 2017; Hospital collected data)	624	100.00	100.00	100.00	
5	Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion the total number of patients discharged. ( Rate per total number of discharged patients; Discharged patients ; October – December (Q3) 2017; Hospital collected data)	624	CB	CB	CB	

6	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period. ( Count; Worker; January - December 2017; Local data collection)	624	CB	80.00	18.00
7	Percent of palliative care patients discharged from hospital with the discharge status "Home with Support". ( %; Discharged patients ; April 2016 - March 2017; CIHI DAD)	624	93.75	100.00	90.00
8	Percentage of patients identified with multiple conditions and complex needs (Health Link criteria) who are offered access to Health Links approach ( %; Patients meeting Health Link criteria; most recent 3 month period; Hospital collected data)	624	75.00	85.00	30.00
9	Risk-adjusted 30-day all-cause readmission rate for patients with CHF (QBP cohort) ( Rate; CHF QBP Cohort; January - December 2016; CIHI DAD)	624	16.61	12.50	27.27
10	Risk-adjusted 30-day all-cause readmission rate for patients with COPD (QBP cohort) ( Rate; COPD QBP Cohort; January - December 2016; CIHI DAD)	624	18.34	12.50	7.69
11	Total ED length of stay (defined as the time from triage or registration, whichever comes first, to the time the patient leaves the ED) where 9 out of 10 complex patients completed their visits ( Hours; Patients with complex conditions; January - December 2017; CIHI NACRS)	624	8.40	7.50	6.50
12	Total number of alternate level of care (ALC) days contributed by ALC patients within the specific reporting month/quarter using near-real time acute and post-acute ALC information and monthly bed census data ( Rate per 100 inpatient days; All inpatients; July - September 2017; WTIS, CCO, BCS, MOHLTC)	624	26.34	22.00	33.56