



**Queensway Carleton
Hospital**

QUALITY IMPROVEMENT PLAN

2024-2025

Our workplan for 2024-2025 includes 9 quality indicators that are closely aligned with our Strategic Goals. Change ideas and targets can be found in the attached workplan.

Quality Dimension	Indicator	QCH True North Strategic Goal
Efficient	Alternate Level of Care (ALC) throughput ratio	Seamless System of Care
Timely	90 th percentile ED length of stay	Seamless System of Care
Timely	Time interval between admission decision to arriving to an inpatient bed	Seamless System of Care
Timely	Percent of patients who visited the ED and left without being seen by a physician.	Exceptional Care Experience
Safe	Rate of delirium onset during hospitalization	Exceptional Care Experience
Patient-centred	Percent of patients who indicate they “completely” received enough information about their condition before discharge.	Exceptional Care Experience
Effective	Total number of medication reconciliation completed at discharge	Exceptional Care Experience
Safe	Rate of workplace violence incidents resulting in lost time injury	Positive Work Life
Equitable	Percentage of staff who have completed relevant equity, diversity, inclusion, and anti-racism education.	Positive Work Life