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**QUALITY IMPROVEMENT PLAN**

**2023-2024**

Our workplan for 2023-2024 includes 9 quality indicators that are closely aligned with our Strategic Goals. Change ideas and targets can be found in the attached workplan.

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| **Quality Dimension** | **Indicator** | **QCH True North Strategic Goal** |
| Efficient | Percent of Alternate Level of Care (ALC) days | Seamless System of Care |
| Efficient | Holistic assessment of patients with palliative care needs | Seamless System of Care |
| Timely | Time interval between admission decision to arriving to an inpatient bed | Exceptional Care Experience |
| Patient-centred | Percent of patients who indicate they “completely” received enough information about their condition before discharge. | Exceptional Care Experience |
| Effective | Percent of post operative patients with primary knee or hip replacement who develop a surgical site infection | Exceptional Care Experience |
| Safe | Voluntary Turnover rate | Positive Work Life |
| Safe | Rate of medication issues reported | Exceptional Care Experience |
| Safe | Percent of violent incidents without associated injury | Positive Work Life |
| Equitable | Percent of employees who feel they belong at QCH | Positive Work Life |