/2023 Quality provement Ta	argets and Ir	nitiative		Drive								
rovement Ta	•			Drive								
	Espanola Gener	ral Hospital 8	825 McKinnon	Drive								
Espanola General Hospital 825 McKinnon Drive												
AIM Measure												
						Current						
		_	Unit /	Source /	•	•	Target					
	sion Issue	Measure/Indic sion Issue ator	Measure/Indic sion Issue ator Type	Measure/Indic Unit / sion Issue ator Type Population	Measure/Indic Unit / Source / sion Issue ator Type Population Period	Measure/Indic Unit / Source / Organizatio sion Issue ator Type Population Period n Id	Current Measure/Indic Unit / Source / Organizatio performanc					

	A	В	С	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	n ld	Current performanc e	Target
10	Effective	patients and caregivers and	patients admitted to the hospital with progressive life threatening illness that have had a referral to the palliative care program	A		Hospital collected data / most recent 3 month period	654*	СВ	100

	А	В	С	D	E	F	G	Н	1
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
11	Patient Centered	Patient Experience: to improve client/family caregiver and provider experience by delivering high quality seamless care and support	Percentage of patients who rate their care as Excellent, very good and good	Ρ	% of Survey respondents	Monthly	654*	ED 92% Acute Care 96%	90

	А	В	С	D	E	F	G	Н	I
7	AIM		Measure			-		-	
8	Quality dimension	Issue	Measure/Indic ator	Туре		Source / Period	Organizatio n Id	e	Target
	Safe	Workplace Violence: focus on organizational intervention in preventing workplace violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	Μ	Count / Worker	monthly	654*	<13	<13
13									
14									

	А	В	С	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
15		Effective Transitions	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	LTC home	CIHI CCRS, CIHI NACRS / October 2016 - September 2017		13	13.79

	Α	В	C	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
	Patient- centered	Palliative care	The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	P	of residents that are	collection April 1, 2022- March 31,	54490	100	100.00
16									

	A	В	С	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
17		Resident Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	P	respondents	Local data collection (a running tally of responses received). April 1, 2022- March 31, 2023		92	95

	А	В	C	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio	Current performanc e	Target
18									

	Α	В	C	D	E	F	G	Н	1
7	AIM		Measure						
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
19									

	A	В	C	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
20			Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences."	P	% / Survey respondents	Local data	54490	92	95

	Α	В	С	D	E	F	G	Н	I
7	AIM		Measure						
	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
	Safe	Workplace Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	M	Count / Worker	Local data collection / January - December 2017	654*		

	А	В	С	D	E	F	G	Н	1
7	AIM		Measure						
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population		Organizatio n Id	Current performanc e	Target
24									

	Α	В	С	D	E	F	G	Н	I
7	AIM		Measure		-			-	
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
	Patient		number of	Р	Number of	In-home	654	Collecting	Collecting
	Centered	of residents with			Palliative	audit April 1,		baseline	baseline
			enrolled		Patients	2022 -			
		life-limiting illness, that are				March 31, 2023			
		identified to				2023			
		benefit from							
		palliative care,							
		who							
		subsequently have their							
		palliative care							
		needs							
		assessed using							
		а							
		comprehensive							
		and holistic assessment.							
25		assessment.							

	Α	В	C	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
26									

	Α	В	C	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
27		Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.		Number / Worker	Hospital collected data / monthly		collecting baseline	Collecting baseline

	А	В	C	D	E	F	G	Н	I
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
	Patient -	Patient	Percent of	Р	% / PC	In-house	654	93.48	95
28	Centered	experience	patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment (Espanola & Area FHT		organization population	survey / April 2021 – March 2022			

	А	В	С	D	E	F	G	Н	
7	AIM		Measure						
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target
29 30									

	А	В	C	D	E	F	G	Н	I	J			
1	2022/2023	Quality Im	provement	Plan									
2	"Improvement Targets and Initiatives"												
3			Espanola Gener	al Hospital 8	25 McKinnon	Drive							
5													
/	AIM		Measure										
	QualityMeasure/IndicUnit /Source /OrganizatioDerformancTarget8dimensionIssueatorTypePopulationPeriodn IdeTargetjustification												
9	M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) A= Additional												

Effective Palliative care: Percentage of patients A Hospital collected 654* CB 100 All patients with a palliative data / most recent 3 month period access for hospital with progressive life month period recent 3 will be acresses that they illness that have are able to holistic, program threatening period period program proactive, timely and continuous care and support they support they support they and continuous care program		A	В	С	D	E	F	G	Н	I	J
Quality Measure/Indic ator Unit / Type Source / Population Organizatio n Id performanc e Target justification 8 Effective Palliative care: equitable Percentage of patients A Hospital collected 654* CB 100 All patients access for patients and caregivers and treceive the holistic, creceive the holistic, care and support they progressive life month period Figure 10 100 All patients add a referral to receive the holistic, care and support they care program progresm program progra	7	AIM		Measure							
To improve equitablepatientscollected data / mostwith a palliative dagnosisaccess for patients and caregivers and ensure that they illness that have are able to holistic, care programmonthwill be recent 3receive the holistic, care programinterferral to receive the support theycare program	8				Туре			n ld	performanc e		Target justification
the entire spectrum of care. To improve, maintain and support the quality of life and health of people with			To improve equitable access for patients and caregivers and ensure that they are able to receive the holistic, proactive, timely and continuous care and support they need through the entire spectrum of care. To improve, maintain and support the quality of life and health of	patients admitted to the hospital with progressive life threatening illness that have had a referral to the palliative care program			collected data / most recent 3 month	654*	СВ	100	palliative diagnosis will be referred to the palliative care

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		Organizatio n Id	e	Target	Target justification
	Patient Centered	Patient Experience: to improve client/family caregiver and provider experience by delivering high quality seamless care and support	Percentage of patients who rate their care as Excellent, very good and good	P	% of Survey respondents		654*	ED 92% Acute Care 96%	90	

7 AIM Measure	
Current	
Quality Measure/Indic Unit / Source / Organizatio performanc 8 dimension Issue ator Type Population Period n Id e Target	Target justification
Safe Workplace Violence: focus on organizational intervention in preventing workplace violence Number of workplace violence M Count / Worker monthly 654* <13 <13 13 13 13 13 Image: state of the	We are hopeful that with the easing of COVID 19 restrictions and the opening up to visiting the number of WPV incidents will decrease.

	А	В	C	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
15		Effective Transitions	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017		13	13.79	

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
16	Patient- centered	Palliative care	The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	Р	0	Local Data collection April 1, 2022- March 31, 2023.	54490	100	100.00	Current rate is 100% therefore this value was kept the same.

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		Organizatio n ld	e	Target	Target justification
1		Resident Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	P	% / Survey respondents			92	95	

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
18										

	Α	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
19										

	Α	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension		Measure/Indic ator	Туре			Organizatio n ld	e	Target	Target justification
20			Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences."		respondents		54490	92	95	

	A	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
_	Safe	Workplace Violence		M	Count / Worker	Local data collection / January - December 2017	654*			
23										

	А	В	C	D	E	F	G	Н		J
7	AIM		Measure							
	Quality dimension		Measure/Indic ator	Туре	Unit / Population		Organizatio n Id	Current performanc e	Target	Target justification
24										

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
25	Patient Centered	The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	number of patients enrolled	P	Number of Palliative Patients	In-home audit April 1, 2022 - March 31, 2023		Collecting baseline	Collecting baseline	Part of the change ideas is to improve EMR tools used for palliative care, and thus improving the data quality and performance on this measure over the next year

	A	В	C	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
26										

	А	В	С	D	E	F	G	Н		J
7	AIM		Measure							
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
27		Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	Μ	Number / Worker	Hospital collected data / monthly	654	0		collecting baseline data - this is a new indicator for primary care

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	e	Target	Target justification
28	Patient - Centered		Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment (Espanola & Area FHT	Ρ		In-house survey / April 2021 – March 2022	654	93.48		The Espanola and Area Family Health Team continues to maintain a high level of performance on this indicator. Therefore, the team will continue to collect and monitor performance on this indicator through the Quality Assurance and Safety Committee.

	А	В	С	D	E	F	G	Н	1	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
29 30										

	А	В	C	D	E	F	G	Н	I	J
1	2022/2023	Quality Im	provement	Plan						
2	"Improve	ment Targ	ets and In	itiative	s"					
3			Espanola Gener	al Hospital 8	25 McKinnon	Drive				
5	A184		Manager							
/	AIM		Measure							
	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
9	M = Mandatory (all cells must be o	completed) P = Pi	riority (compl	ete ONLY the	comments ce	II if you are not	t working on th	is indicator)	A= Additional

Effective Palliative care: Percentage of patients A Hospital collected 654* CB 100 All patients with a palliative data / most recent 3 month period access for hospital with progressive life month period recent 3 will be acresses that they illness that have are able to holistic, program threatening period period program proactive, timely and continuous care and support they support they support they and continuous care program		A	В	С	D	E	F	G	Н	I	J
Quality Measure/Indic ator Unit / Type Source / Population Organizatio n Id performanc e Target justification 8 Effective Palliative care: equitable Percentage of patients A Hospital collected 654* CB 100 All patients access for patients and caregivers and treceive the holistic, creceive the holistic, care and support they progressive life month period Figure 10 100 All patients add a referral to receive the holistic, care and support they care program progresm program progra	7	AIM		Measure							
To improve equitablepatientscollected data / mostwith a palliative dagnosisaccess for patients and caregivers and ensure that they illness that have are able to holistic, care programmonthwill be recent 3receive the holistic, care programinterferral to receive the support theycare program	8				Туре			n ld	performanc e		Target justification
the entire spectrum of care. To improve, maintain and support the quality of life and health of people with			To improve equitable access for patients and caregivers and ensure that they are able to receive the holistic, proactive, timely and continuous care and support they need through the entire spectrum of care. To improve, maintain and support the quality of life and health of	patients admitted to the hospital with progressive life threatening illness that have had a referral to the palliative care program			collected data / most recent 3 month	654*	СВ	100	palliative diagnosis will be referred to the palliative care

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		Organizatio n Id	e	Target	Target justification
	Patient Centered	Patient Experience: to improve client/family caregiver and provider experience by delivering high quality seamless care and support	Percentage of patients who rate their care as Excellent, very good and good	P	% of Survey respondents		654*	ED 92% Acute Care 96%	90	

7 AIM Measure	
Current	
Quality Measure/Indic Unit / Source / Organizatio performanc 8 dimension Issue ator Type Population Period n Id e Target	Target justification
Safe Workplace Violence: focus on organizational intervention in preventing workplace violence Number of workplace violence M Count / Worker monthly 654* <13 <13 13 13 13 13 Image: state of the	We are hopeful that with the easing of COVID 19 restrictions and the opening up to visiting the number of WPV incidents will decrease.

	А	В	C	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
15		Effective Transitions	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017		13	13.79	

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
16	Patient- centered	Palliative care	The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	Р	0	Local Data collection April 1, 2022- March 31, 2023.	54490	100	100.00	Current rate is 100% therefore this value was kept the same.

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		Organizatio n ld	e	Target	Target justification
1		Resident Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	P	% / Survey respondents			92	95	

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
18										

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
19										

	Α	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension		Measure/Indic ator	Туре			Organizatio n ld	e	Target	Target justification
20			Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences."		respondents		54490	92	95	

	A	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
_	Safe	Workplace Violence		M	Count / Worker	Local data collection / January - December 2017	654*			
23										

	А	В	C	D	E	F	G	Н		J
7	AIM		Measure							
	Quality dimension		Measure/Indic ator	Туре	Unit / Population		Organizatio n Id	Current performanc e	Target	Target justification
24										

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
25	Patient Centered	The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	number of patients enrolled	P	Number of Palliative Patients	In-home audit April 1, 2022 - March 31, 2023		Collecting baseline	Collecting baseline	Part of the change ideas is to improve EMR tools used for palliative care, and thus improving the data quality and performance on this measure over the next year

	A	В	C	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
26										

	А	В	С	D	E	F	G	Н		J
7	AIM		Measure							
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
27		Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	Μ	Number / Worker	Hospital collected data / monthly	654	0		collecting baseline data - this is a new indicator for primary care

	А	В	С	D	E	F	G	Н	I	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	e	Target	Target justification
28	Patient - Centered		Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment (Espanola & Area FHT	Ρ		In-house survey / April 2021 – March 2022	654	93.48		The Espanola and Area Family Health Team continues to maintain a high level of performance on this indicator. Therefore, the team will continue to collect and monitor performance on this indicator through the Quality Assurance and Safety Committee.

	А	В	С	D	E	F	G	Н	1	J
7	AIM		Measure							
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification
29 30										

	А	В	С	D	E	F	G	Н	I	J		
1	2022/2023	Quality Im	provement	Plan							_	
2	"Improve	ment Targ	jets and In	itiative	s"							
3			Espanola Gener	al Hospital 8	25 McKinnon	Drive						
5			Lopanola Conor	arrioopharo		Dilito						
6 7	AIM Measure (
	Quality		Measure/Indic		Unit /	Source /	Organizatio	Current performanc		Target	l i	
8	dimension	Issue	ator	Туре	Population	Period	n Id	e	Target	justification		
9	M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) A= Additional (

	А	В	С	D	E	F	G	Н	I	J	L
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
10	Effective	patients and caregivers and ensure that they are able to	Percentage of patients admitted to the hospital with progressive life threatening illness that have had a referral to the palliative care program			Hospital collected data / most recent 3 month period	654*	СВ	100	All patients with a palliative diagnosis will be referred to the palliative care program	

	А	В	С	D	E	F	G	Н	I	J	L
7	AIM		Measure								
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
	Patient Centered	improve client/family	Percentage of patients who rate their care as Excellent, very good and good	Ρ	% of Survey respondents	Monthly	654*	ED 92%	85		
12								Acute Care 96%	90		

	А	В	С	D	E	F	G	Н	I	J	L
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
13	Safe	on organizational intervention in preventing workplace	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	Μ	Count / Worker	monthly	654*	<13		We are hopeful that with the easing of COVID 19 restrictions and the opening up to visiting the number of WPV incidents will decrease.	(,
14											(~ ii v

	А	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		n Id	Current performanc e	Target	Target justification	
15			Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	Ρ	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017		13	13.79		

	A	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
		Palliative care		P	Percentage of residents that are diagnosed	Local Data collection April 1, 2022- March 31,	54490	100	100.00	Current rate is 100% therefore this value was kept the same.	
16											

	Α	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	e	Target	Target justification	
17		Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	Р	respondents			92	95		, e x 1 e , i e 1

	A	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n ld	Current performanc e	Target	Target justification	
18											< 1 i 1 i 5

	A	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	i
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	А	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	•	Source / Period	Organizatio n Id	e	Target	Target justification	
20			Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences."	Ρ	% / Survey respondents		54490	92	95		, ;) 1 ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;

	A	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	n Id	Current performanc e	Target	Target justification	
21	Safe	Violence	Number of workplace violence incidents reported by	М	Count / Worker	Local data collection / January - December 2017	654*				
22			hospital workers (as by defined by OHSA) within a 12 month period.			2017					
23											

	А	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
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7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n ld	Current performanc e	Target	Target justification	
25	Patient Centered	of residents with	number of patients enrolled	Ρ	Number of Palliative Patients	In-home audit April 1, 2022 - March 31, 2023	654	Collecting baseline	Collecting	Part of the change ideas is to improve EMR tools used for palliative care, and thus improving the data quality and performance over the next year	

	А	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
26	5										

	Α	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	n ld	Current performanc e	Target	Target justification	
27		Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.		Number / Worker	Hospital collected data / monthly			baseline	collecting baseline data - this is a new indicator for primary care	1

	А	В	С	D	E	F	G	Н	I	J	_
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	n ld	Current performanc e	Target	Target justification	
28	Centered	Patient experience	Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment (Espanola & Area FHT		organization population	In-house survey / April 2021 – March 2022	654	93.48	95	The Espanola and Area Family Health Team continues to maintain a high level of performance on this indicator. Therefore, the team will continue to collect and monitor performance on this indicator through the Quality Assurance and Safety Committee.	()

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7	AIM		Measure								
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29 30											

	А	В	С	D	E	F	G	Н	I	J		
1	2022/2023	Quality Im	provement	Plan							_	
2	"Improve	ment Targ	jets and In	itiative	s"							
3			Espanola Gener	al Hospital 8	25 McKinnon	Drive						
5												
6 7	AIM Measure											
	Quality		Measure/Indic		Unit /	Source /	Organizatio	Current performanc		Target	l i	
8	dimension	Issue	ator	Туре	Population	Period	n Id	e	Target	justification		
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10	Effective	patients and caregivers and ensure that they are able to	Percentage of patients admitted to the hospital with progressive life threatening illness that have had a referral to the palliative care program			Hospital collected data / most recent 3 month period	654*	СВ	100	All patients with a palliative diagnosis will be referred to the palliative care program	

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	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
	Patient Centered	improve client/family	Percentage of patients who rate their care as Excellent, very good and good	Ρ	% of Survey respondents	Monthly	654*	ED 92%	85		
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8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
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7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		n Id	Current performanc e	Target	Target justification	
15			Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	Ρ	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017		13	13.79		

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8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
		Palliative care		P	Percentage of residents that are diagnosed	Local Data collection April 1, 2022- March 31,	54490	100	100.00	Current rate is 100% therefore this value was kept the same.	
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8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	e	Target	Target justification	
17		Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	Р	respondents			92	95		, e v 1 e , i e 1

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8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n ld	Current performanc e	Target	Target justification	
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7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	i
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8	Quality dimension		Measure/Indic ator	Туре	•	Source / Period	Organizatio n Id	e	Target	Target justification	
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	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
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27		Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.		Number / Worker	Hospital collected data / monthly			baseline	collecting baseline data - this is a new indicator for primary care	1

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29 30											

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8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		n Id	Current performanc e	Target	Target justification	
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17		Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	Р	respondents			92	95		, e v 1 e , i e 1

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7	AIM		Measure								
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8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
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9	M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) A= Additional (

	А	В	С	D	E	F	G	Н	I	J	L
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
10	Effective	patients and caregivers and ensure that they are able to	Percentage of patients admitted to the hospital with progressive life threatening illness that have had a referral to the palliative care program			Hospital collected data / most recent 3 month period	654*	СВ	100	All patients with a palliative diagnosis will be referred to the palliative care program	

	А	В	С	D	E	F	G	Н	I	J	L
7	AIM		Measure								
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
	Patient Centered	improve client/family	Percentage of patients who rate their care as Excellent, very good and good	Ρ	% of Survey respondents	Monthly	654*	ED 92%	85		
12								Acute Care 96%	90		

	А	В	С	D	E	F	G	Н	I	J	L
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
13	Safe	on organizational intervention in preventing workplace	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	Μ	Count / Worker	monthly	654*	<13		We are hopeful that with the easing of COVID 19 restrictions and the opening up to visiting the number of WPV incidents will decrease.	(,
14											(~ ii v

	А	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population		n Id	Current performanc e	Target	Target justification	
15			Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	Ρ	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017		13	13.79		

	A	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
		Palliative care		P	Percentage of residents that are diagnosed	Local Data collection April 1, 2022- March 31,	54490	100	100.00	Current rate is 100% therefore this value was kept the same.	
16											

	Α	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	e	Target	Target justification	
17		Experience	Percentage of residents responding positively to "What number would you use to rate how ell staff listen to you?"	Р	respondents			92	95		, e x 1 e , i e 1

	A	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
18											< 1 i 1 i 5

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7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	i
19											1

	А	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	•	Source / Period	Organizatio n Id	e	Target	Target justification	
20			Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences."	Ρ	% / Survey respondents		54490	92	95		, ;) 1 ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;

	A	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	n Id	Current performanc e	Target	Target justification	
21	Safe	Violence	Number of workplace violence incidents reported by	М	Count / Worker	Local data collection / January - December 2017	654*				
22			hospital workers (as by defined by OHSA) within a 12 month period.			2017					
23											

	А	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
24											1

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7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
25	Patient Centered	of residents with	number of patients enrolled	Ρ	Number of Palliative Patients	In-home audit April 1, 2022 - March 31, 2023	654	Collecting baseline	Collecting	Part of the change ideas is to improve EMR tools used for palliative care, and thus improving the data quality and performance over the next year	

	А	В	C	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	i i
26	5										

	Α	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	n ld	Current performanc e	Target	Target justification	
27		Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.		Number / Worker	Hospital collected data / monthly			baseline	collecting baseline data - this is a new indicator for primary care	1

	А	В	C	D	E	F	G	Н	I	J	_
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	e	Target	Target justification	
28	Centered		Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment (Espanola & Area FHT	Ρ	organization population	In-house survey / April 2021 – March 2022	654	93.48	95	The Espanola and Area Family Health Team continues to maintain a high level of performance on this indicator. Therefore, the team will continue to collect and monitor performance on this indicator through the Quality Assurance and Safety Committee.	(1

	A	В	С	D	E	F	G	Н	I	J	
7	AIM		Measure								
8	Quality dimension		Measure/Indic ator	Туре	Unit / Population	Source / Period	Organizatio n Id	Current performanc e	Target	Target justification	
29 30											