

	A	B	C	D	E	F	G	H	I
1	2022/2023 Quality Improvement Plan								
2	"Improvement Targets and Initiatives"								
3									
4	Espanola General Hospital 825 McKinnon Drive								
5									
6									
7	AIM		Measure						
8	Quality dimension	Issue	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	Target
9	M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator)								

	A	B	C	D	E	F	G	H	I
7	<b>AIM</b>		<b>Measure</b>						
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>
10	<b>Effective</b>	Palliative care: 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 people with	Percentage of 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*	CB	100





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7	<b>AIM</b>		<b>Measure</b>						
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>
15		<b>Effective Transitions</b>	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017	54490*	13	13.79

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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.	P	Percentage of residents that are diagnosed as palliative.	Local Data collection April 1, 2022-March 31, 2023.	54490	100	100.00

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17		<b>Resident Experience</b>	Percentage of residents responding positively to "What number would you use to rate how well staff listen to you?"	P	% / Survey respondents	Local data collection (a running tally of responses received). April 1, 2022-March 31, 2023	54490	92	95







	A	B	C	D	E	F	G	H	I
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8	Quality dimension	Issue	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	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 collection (a running tally of responses received)	54490	92	95

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8	Quality dimension	Issue	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	Target
21	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*		
22									
23									



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25	<b>Patient Centered</b>	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	654	Collecting baseline	Collecting baseline



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27	Safe	Workplace Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	M	Number / Worker	Hospital collected data / monthly	654	collecting baseline	Collecting baseline

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28	<b>Patient - Centered</b>	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	P	% / PC organization population (surveyed sample)	In-house survey / April 2021 – March 2022	654	93.48	95



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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	P	% of Survey respondents	Monthly	654*	ED 92%	85	
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	Quality dimension      Issue				Current							
8					Measure/Indic	Type	Unit /	Source /	Organizatio	performanc	Target	Target
					ator		Population	Period	n Id	e		justification
29												
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25	<b>Patient Centered</b>	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	654	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	



[illegible]

	A	B	C	D	E	F	G	H	I	J	
7	<b>AIM</b>		<b>Measure</b>								
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27	Safe	Workplace Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	M	Number / Worker	Hospital collected data / monthly	654	collecting baseline	Collecting baseline	collecting baseline data - this is a new indicator for primary care	

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28	<b>Patient - Centered</b>	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	P	% / PC organization population (surveyed sample)	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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10	<b>Effective</b>	Palliative care: 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 people with	Percentage of 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*	CB	100	All patients with a palliative diagnosis will be referred to the palliative care program	

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15		<b>Effective Transitions</b>	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017	54490*	13	13.79		

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17		<b>Resident Experience</b>	Percentage of residents responding positively to "What number would you use to rate how well staff listen to you?"	P	% / Survey respondents	Local data collection (a running tally of responses received). April 1, 2022-March 31, 2023	54490	92	95		

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8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>	<b>Target justification</b>	
15		<b>Effective Transitions</b>	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 2016 - September 2017	54490*	13	13.79		

	A	B	C	D	E	F	G	H	I	J	
7	<b>AIM</b>		<b>Measure</b>								
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>	<b>Target justification</b>	
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.	P	Percentage of residents that are diagnosed as palliative.	Local Data collection April 1, 2022-March 31, 2023.	54490	100	100.00	Current rate is 100% therefore this value was kept the same.	

	A	B	C	D	E	F	G	H	I	J	
7	<b>AIM</b>		<b>Measure</b>								
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>	<b>Target justification</b>	
17		<b>Resident Experience</b>	Percentage of residents responding positively to "What number would you use to rate how well staff listen to you?"	P	% / Survey respondents	Local data collection (a running tally of responses received). April 1, 2022-March 31, 2023	54490	92	95		

[illegible]

[illegible]



	A	B	C	D	E	F	G	H	I	J	
7	AIM		Measure								
8	Quality dimension	Issue	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	Target	Target justification	
20			Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences."	P	% / Survey respondents	Local data collection (a running tally of responses received)	54490	92	95		

[illegible]

[illegible]

	A	B	C	D	E	F	G	H	I	J	
7	<b>AIM</b>		<b>Measure</b>								
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>	<b>Target justification</b>	
25	<b>Patient Centered</b>	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	654	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	

[illegible]

	A	B	C	D	E	F	G	H	I	J	
7	<b>AIM</b>		<b>Measure</b>								
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>	<b>Target justification</b>	
27	Safe	Workplace Violence	Number of workplace violence incidents reported by hospital workers (as by defined by OHSA) within a 12 month period.	M	Number / Worker	Hospital collected data / monthly	654	collecting baseline	Collecting baseline	collecting baseline data - this is a new indicator for primary care	

	A	B	C	D	E	F	G	H	I	J
7	<b>AIM</b>		<b>Measure</b>							
8	<b>Quality dimension</b>	<b>Issue</b>	<b>Measure/Indicator</b>	<b>Type</b>	<b>Unit / Population</b>	<b>Source / Period</b>	<b>Organization Id</b>	<b>Current performance</b>	<b>Target</b>	<b>Target justification</b>
28	<b>Patient - Centered</b>	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	P	% / PC organization population (surveyed sample)	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.

[illegible]