

2022-2023 QUALITY IMPROVEMENT PLAN				
	Indicator	Dimension	Target	Current
Hospital	Percentage of patients who rate their care as excellent, very good, and good	Patient-centered	85%	collecting baseline
	Percentage of patients admitted to hospital with progressive life threatening illness that have had a referral to the Palliative Care Program	Efficient	100%	100%
	Number of Workplace Violence incidents reported by hospital workers (as defined by OHSa) within a 12 month period.	Safe	less than 13	15
Long-Term Care	Percentage of residents responding to: "What number would you use to rate how well the staff listen to you?"	Patient-centered	95%	92%
	Percentage of residents who responded positively to the statement "I can express my opinion without fear of consequences.	Patient-centered	95%	92%
	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 approach.	Patient-centered	100%	100%
	Number of Workplace Violence incidents reported by hospital workers (as defined by OHSa) within a 12 month period.	Safe	less than 15	2
Family Health Team	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	Patient-centered	95%	93.48%
	The proportion of patients 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 approach	Patient-centered	collecting baseline	collecting baseline
	Number of Workplace Violence incidents reported by hospital workers (as defined by OHSa) within a 12 month period	Safe	less than 2	0