

# Quality Improvement Plan 2021-2022

## What is a Quality Improvement Plan (QIP)?

The Quality Improvement Plan (QIP) outlines our priorities and goals for improving quality and patient safety in the organization. The hospital's QIP is a commitment to our patients, our staff, and to our community.

The *Excellent Care for All Act (ECFAA)*, which was passed in 2010, requires all hospitals in the province to develop and publicly post an annual QIP to further improve the quality and safety of the care we provide. Long-term care (LTC) facilities are also required to develop an annual QIP.

## Our 2021/22 Quality Improvement Plan (QIP)

The selection of the 2021/22 indicators reflects the priorities in our Strategic Plan, in alignment with the Quality Dimensions provided to Ontario Health. These indicators are intended to address what is most important to our patients and community in terms of quality, access and sustainability. The QIP and target selection has taken into consideration the impact of the COVID Pandemic. Action planning for the 2021/22 QIPs throughout the year will integrate pandemic planning and allow for appropriate resource allocation as required.

## The 2021/22 QIP priority indicators for the hospital:

### Acute Care at Trillium Health Partners

THEME I: TIMELY AND EFFICIENT TRANSITIONS				
	Goal		2021/22 Priority Indicator	Target
Efficient Timely	We will maintain our sustainability through efficient care practices resulting in a balanced budget		Hospital Total Margin (GAAP)	TBD
	We will sustain access to our services by managing the time to inpatient bed for admitted patients ( <i>Mandatory</i> )		Time to Inpatient Bed (90 <sup>th</sup> percentile) <sup>2</sup>	≤ 39 hours
				Sustainability Access
THEME II: SERVICE EXCELLENCE				
	Goal		2021/22 Priority Indicator	Target
Patient-Centred	We will improve the experience of patients and families who trust us with their care		Patient Experience Survey Results - "Would you recommend this hospital to your friends and family?"	≥ 80%
	We will engage our staff to provide the tools and resources to deliver the highest quality of care with exceptional experiences		Equity Diversity and Inclusion	TBD
				Quality
THEME III: SAFE AND EFFECTIVE CARE				
	Goal		2021/22 Priority Indicator	Target
Safe & Effective	We will focus on the safety of our staff through continued engagement and awareness of a healthy and respectful workplace ( <i>Mandatory</i> )		Increase reporting of Workplace Violence (WPV) incidents	≥ 742
	We will continue to improve the safety of care we provide by focusing on two core clinical practices: medication reconciliation upon discharge and pressure injuries		Medication Reconciliation at Discharge	≥ 85%
			Pressure Injuries Incidence Rate	≤ 5.5%
				Equitable

<sup>1</sup> Hospital Total Margin (GAAP) indicator target to be set by June 2021

<sup>2</sup> Time to inpatient bed target assumes maintenance of funding for existing beds and surge beds.

# Long Term Care at Trillium Health Partners<sup>3</sup>:

THEME I: TIMELY AND EFFICIENT TRANSITIONS			
	Goal	2021/22 Priority Indicator	Target
Efficient	We will continue to provide preventive care and timely access to required services for our residents resulting in reduced ED visits. 	Number of Emergency Department (ED) visits for modified list of ambulatory care sensitive conditions per 100 long-term care residents	≤ 12%
THEME II: SERVICE EXCELLENCE			
	Goal	2021/22 Priority Indicator	Target
Resident-Centred	We will improve the experience of patients and families who trust us with their care and increase overall satisfaction of residents 	Resident Survey Results - "I would recommend this site or organization to others"	≥ 80%
THEME III: SAFE AND EFFECTIVE CARE			
	Goal	2021/22 Priority Indicator	Target
Safe & Effective	We will continue to improve the safety of care we provide by focusing on two core clinical practices: medication administration and pressure injuries  	Percentage of residents receiving antipsychotics without a diagnosis of psychosis	≤ 8.8%
		Percentage of residents who developed a stage 2 to 4 pressure ulcer or had a pressure ulcer that worsened to a stage 2, 3 or 4 since their previous resident assessment	≤ 5.5%
Equitable			

There are 21 Long Term Care (LTC) beds at Trillium Health Partners which are located at the McCall Centre of the Queensway Health Centre site.