

2024-2025 QUALITY IMPROVEMENT PLAN

Sector/ Area		Indicator	Dimension	Target	Current Performance	
Hospital		Alternate level of care (ALC) throughput ratio	Efficient	>=1	0.98	
		% of repeat ED visits for mental health and addictions conditions	Patient-Centered	<=15%	16%	
		% of patients who visited the ED and LWBS by a physician	Timely	<=2%	2.31%	
		% of readmissions within 30 days of discharge	Effective	<=12%	13.20%	
		% of repeat visits within 72 hours that have admission on second visit	Effective	<=3%	3.40%	
		% patients that feel they received adequate information about their health and their care at discharge (Acute Care)	Patient-Centered	>=90%	98.35%	
		% patients that feel they received adequate information about their health and their care at discharge (ED)	Patient-Centered	>=80%	41%	
		Rate of delirium onset during hospitalization	Safe	Collecting Baseline	Collecting Baseline	
Long-Term Care		% of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	Patient-Centered	>=85%	88.40%	
		% of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	Patient-Centered	>=85%	93%	
		% of LTC home residents who fell in the 30 days leading up to their assessment	Safe	<=15%	17.29%	
FHT		% of missed/no show MD and NP appointments	Efficient	<=4%	5.22%	
		% of screening eligible patients up-to-date with a mammogram	Efficient	>62%	59%	
		% of screening eligible patients up-to-date with colorectal cancer screening	Efficient	>75%	69%	
		% of screening eligible patients up-to-date with Papanicolaou (Pap) tests	Efficient	>75%	71%	
		% of pts who responded "Yes" to: "I always feel comfortable and welcome at the Espanola and Area Family Health Team."	Patient-Centered	Collecting Baseline	Collecting Baseline	
Health Campus	EDIA-R	% of Managers/Coordinators who have completed relevant EDIA-R training	Equitable	>80%	27%	
	WPV	Number of WPV incidents and % increase in reporting compared to previous quarter/year.	Safe	5% increase per sector compared to previous year		
		Hospital		16	17	
		LTC		12	13	
		FHT		6	7	
	Palliative	Percentage 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	100%	100%
		Hospital	Collecting Baseline		100%	
LTC		100%	100%			
	FHT					