

Quarterly Improvement Plan Progress Report for 2016-2017

April 1, 2016 – March 31, 2017

Objective	Measure/Indicator	Current Performance	Target	Q1	Q2	Q3	Q4	2016-2017	Progress
Reduce Readmission Rates for Patients with COPD	All-cause 30 day readmission rate for patients with COPD	34.97%	20.0 % (provincial average)	50 % 2/4	27 % 3/11	20 %	0%	19 %	Currently meeting target
To Reduce the inappropriate use of Antipsychotics in LTC	Percentage of residents receiving antipsychotics without a diagnosis of psychosis	26.67 % 3.73 residents	15 % 2.1 residents	42.8 % 3.0 residents 3/7	14.28 % 1.0 residents 1/7	0 %	0 %	14.27 %	Exceeding target
PATIENT CENTRED Improve Patient Satisfaction	"Overall how would you rate the care and services you received at the ED? "	CB	TBD	NO DATA FOR Q1	90 %	85 %	93 %	89.3 %	2017-2018 target set at 85 %
	"Overall how would you rate the care and services you received at the hospital ? "	CB	TBD	92 %	86 %	98 %	89 %	91.2%	

At or Better than Target

Slightly (less than 5 %) worse than target

Significantly (5% or more) worse than target

Objective	Measure/Indicator	Current Current Performance	Target	Q1	Q2	Q3	Q4	2016-2017	Progress
Implementation of Patient, Resident & Family Centred Care (PRFCC)	Education of all care providers on philosophy of PRFCC Develop initiatives to support PRFCC	0 %	80 %	58 %	85.4 %	93 %	99 %	99 %	Exceeded target
RESIDENT CENTRED "Having a voice" and being able to speak up about the home	Percentage of residents who responded positively to "What number would you use to rate how well the staff listen to you?"	CB	TBD	89 %	-----	-----	-----	89 %	
"Having a voice" and being able to speak up about the home	Percentage of residents who responded positively to the statement " I can express my opinion without fear of consequences"	CB	TBD	86 %	-----	-----	-----	86 %	

At or Better than Target

Slightly (less than 5 %) worse than target

Significantly (5% or more) worse than target

Objective	Measure/Indicator	Current Performance	Target	Q1	Q2	Q3	Q4	2016-2017	Progress
"Overall Satisfaction" (resident)	"Overall how would you rate the quality of care and services you receive here?"	CB	TBD	88 %	-----	-----	-----	88 %	2017-2018 target set at 88 %
"Overall Satisfaction" (resident family)	"Overall how would you rate the quality of care and services delivered here?"	CB	TBD	85 %	-----	-----	-----	88 %	
Increase proportion of patients receiving medication reconciliation upon admission	The total number of patients with medications reconciled as a proportion of the total number of patients admitted to the hospital	98 %	98 %	98 %	100 %	100 %	100 %	99 %	Exceeded target
To reduce falls	Percentage of residents who had a recent fall (within 30 days) and reduce falls with critical injury	13.21 %	13.21 %	12.6 %	11%	7.8 %	9.72 %	10.28 %	Exceeded target

At or Better than Target

Slightly (less than 5 %) worse than target

Significantly (5% or more) worse than target