2017/18 Quality Improvement Plan
"Improvement Targets and Initiatives"

<table>
<thead>
<tr>
<th>Quality Dimension</th>
<th>Measure/Indicator</th>
<th>Target</th>
<th>Target Justification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>Measure of the proportion of ED and inpatient patients who completed a medication reconciliation at discharge.</td>
<td>70.00%</td>
<td>Indicator and Workplan Lead: Director - Pharmacy</td>
<td>Indicator and Workplan Lead: Pharmacy</td>
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<tr>
<td>Safety</td>
<td>Rate of inpatient hospital-acquired infections per 1,000 patient days.</td>
<td>≤ 0.7</td>
<td>Indicator and Workplan Lead: Director - Medicine</td>
<td>Indicator and Workplan Lead: Medicine</td>
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<tr>
<td>Efficiency</td>
<td>Bed days less than or equal to measured goals.</td>
<td>≤ 3.0</td>
<td>Indicator and Workplan Lead: Director - ED</td>
<td>Indicator and Workplan Lead: ED</td>
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<tr>
<td>Access</td>
<td>Time from ED arrival to patient being seen by a clinician.</td>
<td>≤ 30 minutes</td>
<td>Indicator and Workplan Lead: Director - Medicine</td>
<td>Indicator and Workplan Lead: Medicine</td>
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</tbody>
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Methods:
- Application of Lean process improvement activities to inform
- Application of predictive simulation modelling to inform
- Application of Accreditation-Based Improvement (ABI) to inform

Results:
- CHF patients referred to GIMRAC, Heart Function Clinic and/or ICC to inform refinement of CHF care processes.
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Planned improvement initiatives:
- Establishment of an integrated Clinical Quality Improvement and Outcomes team.
- Establishment of a clinical governance framework.
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Strategic initiatives:
- Establish and refine flows of patients in the tower.
- Site-wide Bed Map (new tower).