

We are collaborating with a total of

23

organization(s)

Theme I: Timely and Efficient Transitions



To review our current planned actions for improvement:

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Measure/Indicator	Current Performance	Target for 2020/21	I am collaborating with:
Total number of alternate level of care (ALC) days contributed by ALC patients within the specific reporting month/quarter using near-real time acute and post-acute ALC information and monthly bed census data.	4.4	12.0	[6] LHIN Home and Community (custom) Long Term Care Homes (custom) Niagara Health System; (custom) Niagara Ontario Health Team - Equipe Sante Ontario Niagara (NOHT-ESON) (custom) Patients' families and caregivers (custom) Retirement homes (custom)
Meet optimal wait times for internal inpatient to outpatient services based on stroke wait times.	6.0	6.0	[4] Niagara Health System Ontario Stroke Network (custom) Patients' families and caregivers (custom) Rehab Care Alliance (custom)

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Measure/Indicator	Current Performance	Target for 2020/21	I am collaborating with:
Percentage of patients discharged from hospital for which discharge summaries are delivered to primary care provider within 48 hours of patient's discharge from hospital.	65.8	68.0	[3] College of Physicians and Surgeons (custom) Doctor's offices (custom) Family Health Teams (custom)

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Theme II: Service Excellence



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Measure/Indicator	Current Performance	Target for 2020/21	I am collaborating with:
Percentage of complaints acknowledged to the individual who made a complaint within five business days.	100.0	95.0	[2] Ombudsmans Office (custom) Patient Families and Caregivers (custom)
Patient experience: Would you recommend inpatient care to your friends and family?	99.5	95.0	[3] Comparator Hospitals (custom) Niagara Ontario Health Team - Equipe Sante Ontario Niagara (custom) Patients' Families and Caregivers (custom)
Survey question: Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?	96.8	97.0	[2] Niagara Health Information Technology Systems Department (custom) Patients' Families and Caregivers (custom)



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Theme III: Safe and Effective Care



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Measure/Indicator	Current Performance	Target for 2020/21	I am collaborating with:
Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion the total number of patients discharged.	99.2	85.0	[4] Accreditation Canada (custom) Community Pharmacists (custom) Niagara Health System Patients' families and caregivers (custom)
Percent of complex care patients with a new pressure ulcer in the last 3 months (Stage 2 or higher).	0.0	5.4	[2] Brock University I-Equip Students (custom) Canadian Institute of Hospital Information - Comparator Hospitals (custom)



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Theme III: Safe and Effective Care



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Measure/Indicator	Current Performance	Target for 2020/21	I am collaborating with:
Number of workplace violence incidents reported by hospital workers (as defined by OHSA) within a 12 month period.	43.0	50.0	[3] Ministry of Health (custom) Ministry of Labour (custom) Patients' families and caregivers (custom)

