



We are
collaborating with
a total of

20
organization(s)

Theme I: Timely and Efficient Transitions



To review our current planned actions
for improvement:

[DOWNLOAD OUR WORKPLAN](#)

Measure/Indicator	Current Performance	Target for 2023/24	I am collaborating with:
Total number of alternate level of care (ALC) days contributed by ALC patients within the specific reporting period, divided by the total number of inpatient days (midnight census) in the same period.	9.5	13.0	[6] Home and Community Care Support Services (custom) Long Term Care Homes (custom) Niagara Health System Niagara Ontario Health Team – Équipe Santé Ontario Niagara (NOHT-ÉSON) (custom) Patients' families and caregivers (custom) Retirement homes (custom)
Meet optimal wait times for internal inpatient to outpatient service based on stroke wait times.	22.0	25.0	[4] Niagara Health System Ontario Stroke Network (custom) Patients' families and caregivers (custom) Rehab Care Alliance (custom)



We are
collaborating with
a total of

20
organization(s)

Theme I: Timely and Efficient Transitions



To review our current planned actions
for improvement:

[DOWNLOAD OUR WORKPLAN](#)

Measure/Indicator	Current Performance	Target for 2023/24	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.	84.7	85.0	[3] College of Physicians and Surgeons (custom) Doctor's offices (custom) Family Health Teams (custom)



We are
collaborating with
a total of

20
organization(s)

Theme II: Service Excellence



To review our current planned actions
for improvement:

[DOWNLOAD OUR WORKPLAN](#)

Measure/Indicator	Current Performance	Target for 2023/24	I am collaborating with:
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?	100.0	95.0	[2] Niagara Health Information Technology Systems Department (custom) Patients' Families and Caregivers (custom)
Patient experience: Would you recommend inpatient care to your friends and family?	100.0	95.0	[3] Comparator Hospitals (custom) Niagara Ontario Health Team – Équipe Santé Ontario Niagara (NOHT-ÉSON) (custom) Patients' Families and Caregivers (custom)
Percentage of complaints acknowledged to the individual who made a complaint within five (5) business days.	100.0	95.0	[2] Ombudsmans Office (custom) Patients' Families and Caregivers (custom)



We are
collaborating with
a total of

20
organization(s)

Theme III: Safe and Effective Care



To review our current planned actions
for improvement:

[DOWNLOAD OUR WORKPLAN](#)

Measure/Indicator	Current Performance	Target for 2023/24	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.	99.5	90.0	[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	3.0	[2] Brock University I-Equip Students (custom) Canadian Institute of Hospital Information - Comparator Hospitals (custom)



We are
collaborating with
a total of

20
organization(s)

Theme III: Safe and Effective Care



To review our current planned actions
for improvement:

[DOWNLOAD OUR WORKPLAN](#)

Measure/Indicator	Current Performance	Target for 2023/24	I am collaborating with:
Number of workplace violence incidents reported by hospital workers (as defined by OHSA) within a 12 month period.	92.0	60.0	[3] Ministry of Health (custom) Ministry of Labour (custom) Patients' families and caregivers (custom)