



2020/21 Quality Improvement Plan

Riverside Health Care

	Theme	Measure/Indicator		2019/20 performance	Target	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	FYTD***
Corp	Safe care	Covid-19 Quarterly Updates	⌘			Met	Met	Met	Met	Met
Acute Care	Safe care/Medication safety	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 (Acute Care)	⌘	83.0%	80%	71.3%	92.4%	90.6%	81.0%	83.8%
	Workplace Violence	Number of workplace violence incidents reported by hospital workers (physical violence or threat of physical violence) within a 12 month period. (LVGH)***	Mandatory	7	10	3	5	5	9 to mid March	11
	Timely	Emergency department wait time for inpatient bed (Acute Care)	Mandatory	2.8 hours	2.5 hours	2.7%	2.9%	2.9%	2.8%	2.8%
	Patient-centred	Percentage of complaints acknowledged by appropriate manager to the individual who made a complaint within five business days (Acute Care)	⌘	46.70%	75%	100.0%	100.0%	100.0%	100.0%	100.0%
Long Term Care	Safe care/Medication safety	Medication reconciliation at admission: Total number of admitted patients for whom a Best Possible Medication Admission Plan was created as a proportion the total number of patients admitted (LTC - RC)	⌘	n.d.	100%	100.0%	100.0%	100.0%	100.0%	100.0%

KEY: ⌘ = Performance Based Compensation Indicators
 n.d. = no data due to the information collected less frequently than quarterly
 *** = Cumulative results, Period to Date (PTD)