



2021/22 Quality Improvement Plan

Riverside Health Care

		Theme	Measure/Indicator	2020/21 performance	Target	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	FYTD***	
Corporate	Service Excellence	Patient-centred	Cultural Competence Part 1: Percentage of staff with training complete (Cumulative Data)	New No previous data	75%	43.2%	59.8%	79.4%	86.1%	86.1%	
	Service Excellence	Patient-centred	Cultural Competence Part 2: Percentage of staff with training complete (Cumulative Data)	New No previous data	75%	41.7%	58.8%	79.0%	85.7%	85.7%	
	Service Excellence	Patient-centred	Understanding Indigenous Peoples Story in Canada Modules 1-5: Percentage of staff with training complete (Cumulative Data)	New No previous data	75%	24.8%	41.8%	67.6%	77.2%	77.2%	
Acute Care	Timely and Efficient Transitions	Timely	Appropriate referral to Crisis Response for those meeting criteria through the Emergency Department	No previous data	CB	54.3%	50.0%	52.2%	33.7%	47.9%	
	Safe and Effective Care	Effective	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)	⌘ 83.8	88%	93.3%	90.3%	95.3%	96.3%	94.0%	
	Service Excellence	Patient-centred	ED Satisfaction Response Rate LVGH and RRHC		0.44%	10%	1.5%	0.76%	2.2%	9.8%	3.3%
		Patient-centred	InPatient Satisfaction Response Rate LVGH and RRHC	⌘	6.75%	10%	8.5%	22.5%	33.2%	37.8%	25.4%

CB - Collecting Baseline Data

ND - No Data available at this time

⌘ = Performance Based Compensation Indicators