

QIP WORKPLAN

2022/23 Quality Improvement Plan

Riverside Health Care

Change

	Theme	Measure/Indicator	2021/22 performance	Target	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure
Service Excellence	Patient-centred	Customer Service Training	n/a	80.0%	<ol style="list-style-type: none"> <li>1. Identify appropriate training module(s), add to mandatory education requirements (surge)</li> <li>2. Establish compliance metrics &amp; outcome measurement (i.e. # of customer service complaints)</li> </ol>	Education e-learning	Monitor quarterly (e-learning's completed, customer service related complaints) % staff complete assigned mandatory customer service training	Collecting Baseline
Safe & Effective Care	Safe	Medication Management Internal Audit process (Acute & LTC)	0%	100.0%	<ol style="list-style-type: none"> <li>1. Establish Audit Process/lead</li> <li>2. Reporting on medication management process gaps</li> <li>3. Implement identified quality initiatives</li> <li>4. Develop a Multi year plan for process improvement</li> </ol>	Process development milestones	Audit frequency (% targets – target total of 6 internal controls audits at 4 sites.	Monitor process milestones quarterly Monitor outcome annually
Safe & Effective Care	Safe	Percentage of long-term care home residents who had a pressure ulcer that worsened to a stage 2, 3 or 4 (Rainycrest)	Q2 21.22 = 3.8%	1.9%	<ol style="list-style-type: none"> <li>1. Education &amp; engagement - moreLTC program, sim labs, lunch &amp; learns</li> <li>2. CQI initiatives (wound care committee)</li> </ol>	education rates, CQI measurements	CIHI data & indicator	Monitor quarterly Meet provincial average benchmark (1.9%)

QIP WORKPLAN

2022/23 Quality Improvement Plan

Riverside Health Care

Change

Corporate (All Sites, All Sectors)

Theme	Measure/Indicator	2021/22 performance	Target	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure
Safe & Effective Care	Infrastructure Assessment		CB	<ol style="list-style-type: none"> <li>1. Renewed engineer process for HERF funding</li> <li>2. Restoration of normalized foundation funding levels</li> <li>3. Review Preventative maintenance plan/program</li> <li>4. Master program/plan evolution</li> <li>5. Evaluate business opportunities re: existing equipment requirements</li> </ol>	Finance and capital planning process review	% of total operating revenue used for emergency (unplanned) infrastructure repair/replacement	Collecting Baseline
Safe & Effective Care	Employee Retention		CB	<ol style="list-style-type: none"> <li>1. Establish process with payroll for quarterly measurement of indicator</li> <li>2. Staff appreciation program - evaluate</li> <li>3. Enhance Staff engagement opportunities</li> </ol>	Process development, engagement & evaluation	% = # employee exits within the new hire sample group (voluntary & involuntary)/total # of new hires in sample group	Collecting Baseline
Safe & Effective Care	Quality of Work life - Overtime Utilization	4.97%	4.5%	<ol style="list-style-type: none"> <li>1. Improved Vacation Planning</li> <li>2. Strategies to cover needs</li> </ol>	PDSA each change idea and evaluate success by measuring OT & Vacation utilization.	% = Total OT hours / total worked hrs.	Monitor quarterly

QIP WORKPLAN

2022/23 Quality Improvement Plan

Riverside Health Care

Change

	Theme	Measure/Indicator	2021/22 performance	Target	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure
Safe & Effective Care	Effective	Quality of Work life - Vacation Utilization	81.70%	90.0%	1. Improved vacation Planning 2. Strategies to cover needs i.e. increase FT interims for peaks times 3. Each team is accountable to have a plan for full vacation utilization	PDSA each change idea and evaluate success by measuring OT & Vacation utilization.	% = vacation hours used/total vacation hours accrued	Monitor Quarterly
	Effective	Workforce Stability - Agency Staffing Utilization		0.7%	1. Develop and implement strategies to recruit and retain permanent staff	PDSA each change idea and evaluate success by measuring OT & Vacation utilization.	% = agency costs(wages, fees and housing)/ total expenditures.	Monitor Quarterly. Balancing measure for OT utilization & vacation utilization indicators
Timely and Efficient Transitions	Timely	Appropriate referral to Crisis Response for those meeting criteria through the Emergency Department	Q3 21.22 = 52.1%	65.0%	1. Systems navigator role, follow up daily and clear process for pts. with documented mental health 2. Criteria refresh/decision tree 3. double check./fail safe process	Process development	% of ED patients who received support from Crisis Response or Health System Navigator of those who presented with a mental health diagnosis (not including substance abuse)	Monitor quarterly

Safe & Effective Care

QIP WORKPLAN

2022/23 Quality Improvement Plan

Riverside Health Care

					Change				
		Theme	Measure/Indicator	2021/22 performance	Target	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure
Acute	Service Excellence	Patient-centred	Emergency Department Satisfaction Response Rate LVGH and RRHC	2.10%	5.0%	1. Promote/educate public on ways to submit a survey 2.. Explore additional methods 3. Establish Process to reach out to patient within 24 hours of ED visit 4. Revise survey to decrease questions	Education and engagement of patients Process development	% = surveys completed/total registrations in ER	Monitor quarterly

CB - Collecting Baseline Data

ND - No Data available at this time

\* = Performance Based Compensation Indicators