

2024-2025
Riverside's Quality Priorities
Workplan Indicators



Indicator		Current Performance	Target 2024-25	Planned Improvements	
THEME I: TIMELY AND EFFICIENT TRANSITIONS					
A high-quality health system provides people with the care they need, when and where they need it.					
Timely	Appropriate referral to Mental Health follow up for those meeting criteria through the Emergency Department		73.3% (Q3)	75%	1. Review the referral process to identify any gaps
Timely	Emergency Department Wait Time for Physician Initial Assessment	*	CB	Milestone 1	Milestone 1 Goals: 1. Develop a project charter and identify a project team 2. Complete an environmental scan/evaluation on current processes 3. Identify gaps within current processes 4. Monitor baseline % physician documenting time of assessment on ED form 5. Monitor CIHI results for "ED Wait Time for Physician Initial Assessment"
THEME II: SERVICE EXCELLENCE					
Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.					
Patient-Centered	Experience Survey Redesign	*	Milestone 2	Milestone 4	Milestone 3 Goals: 1. Implement updated surveys/processes/methods 2. Monitor response rates 3. Monitor action plans generated from experience survey feedback 4. Monitor compliance of completion of survey and survey reports Milestone 4 Goals: 1. Evaluate process – adopt, adapt or adjust as needed
THEME III: SAFE AND EFFECTIVE CARE					
A high-quality health system works together to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.					
Effective	Employee retention (excluding retirements)		96% (Q3)	95%	1. Enhance worklife for employees through strategies 2. Continue to build on retention strategies outlines in HR Plan and OH&S strategies

Effective	Position Stabilization (#filled positions / #total FT & PT positions)		76.4% (Q3)	80	1. Continue to decrease the number of vacant positions through strategies outlines in HR Plan and OH&S strategies
Effective	Quality of work life - overtime utilization (% = Total OT hours / total worked hrs)		10.5% (Q3)	6.0%	1. Monitor overtime use at the corporate and local level. 2. Each Department identify 1-2 strategies to reduce overtime within their department
Effective	Quality of work life - vacation utilization (% = vacation hours used/total vacation hours accrued within year)		n/a	82.0%	1. All leaders must report denied vacation requests to their senior leader 2. All leaders monitor their departmental vacation utilization and encourage staff to plan their vacation each year
Effective	Workforce stability - agency staffing utilization (% = agency costs (wages, fees and housing)/ total expenditures)		19.7% (Q3)	20.0%	1. Continue to monitor agency staffing utilizations and increase local recruitment efforts
Safe	Percentage of long-term care home residents who had a pressure ulcer that worsened to a stage 2, 3 or 4 (All LTC/ELDCap Sites)		2.19% (Q3)	1.9%	1. CQI monitors and has a workplan to address pressure ulcers
Safe	Revised Medication management internal audit process (Acute & LTC)		80%	100%	1. Complete the final medication internal audit (community) <i>Note: (5 locations for audits Acute, Community & LTCx3. This was a multi-year initiative 20% achieved in 22/23 60% in 23/24 with the remaining 20% to be completed in 24/25)</i>
Safe	Number of workplace violence incidents reported by workers (physical violence or threat of physical violence) within a 12 month period. All sites		57	60	1. Follow Workplace Violence Prevention Plan as per OH&S
Safe	Review of Residents in Daily Physical Restraints in LTC	*	n/a	3	1. Establish a review process 2. Review gaps and identified root causes and improvement areas 3. Monitor restraint rates
Equity	Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	*	/a	90%	1. Weekly tracking on compliance

* indicates quality indicators associated with Executive Compensation