

2022-23 Quality Improvement Plan

A Quality Improvement Plan (QIP) is a public document that health care organizations in Ontario make on an annual basis that serves as a blueprint for quality initiatives. At Holland Bloorview, the QIP is an annual subset of the hospital's multi-year quality framework, known by the acronym SHOWCASEE (pg. 2). This document provides an overview of the approved indicators and targets for the 2022/23 QIP.

2022-23 Quality Improvement Plan Indicators and Targets

Туре	Indicator	Dimension	Proposed FY 22/23 Target	Desired Direction	Target Rationale
Mandatory	Ratio of repeated workplace violence incidents (same initiator) to total number of workplace violence incidents	Safety, Work Life	22%	Down	Continued focus on preventing workplace violence; focusing on a desire to obtain a significant decrease in the number of repeated incidents
Custom	Number of pressure injuries stage 2,3, 4 and unstageable per number of patient days per 1,000 patients	Safety	0.24	Down	Working toward Solutions for Patient Safety (SPS) network aspirational target; represents a 20% decrease
Custom	% of children seen within <u>180</u> days for first diagnostic assessment in autism	Access	75% in 180 days	Up	This would be a realistic, stretch target that is reflective of current referral rates and program capacity; improvement over baseline continues to be a stretch target in an uncertain environment
Custom	% of clients seen within <u>120</u> days for first therapy service (Occupational & Physical Therapy) with the Neuromotor service		60% in 120 days	Up	Reflective of the shift in operational wait times that occurred over the course of the pandemic; improvement over baseline continues to be a stretch target in an uncertain environment
Custom	% 'excellent' rating by clients and/or families to the question: Overall how would you rate Holland Bloorview ²	Client and Family Centred	Collecting baseline	Up	We are moving to a new survey vendor which will impact survey questions, data collection methods and response rates.
Priority	% of families and clients reporting they felt they were meaning-fully supported in preparing for discharge ²	Seamless	95%	Up	Maintain maximum target

Quality Matters at Holland Bloorview: A Plan for Action

What informs our integrated Quality Framework?

No boundaries strategic plan Legislation Accreditation System priorities Scientific literature

Staff, clients and families

Contact

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DISCOVER FOR ACTION client & family centred We will strive for care to be delivered In a way that We will strive to reduce We are committed ensures clients and delays in care by actively to fostering a families are full seeking opportunities and creating solutions, workplace culture partners, and are while respectfully that promotes at the centre of engaging clients and pride, meaning everything we do. and Joy In work. families to achieve a meaningful We will co-create goals experience. that are meaningful to

CLIENTS AND FAMILIES We will provide collaborative and compassionate care that centres on the uniqueness and holism of each person and family.

clients and families and

continually monitor

them together.

We will provide strengths based care that is safe. minimizes risk and is based on the best available evidence.

Evolve client and family centred quality and safety Care will be well coordinated to promote the best use of resources and ensure time is respected.

Clients and families will

Journey and know who to

always have support

throughout the care

contact If guidance is

needed.

Clients and families will feel

supported to bring their whole selves. Care will respect language, background, religion, culture, sexual orientation or disability.

structure

information technology

No boundaries

Holland Blcorview Kids Rehabilitation Hospital