

# Quality Improvement Plan 2024-25

## Baycrest Hospital

Baycrest

[baycrest.org](http://baycrest.org)

Our Quality Improvement Plan is a document that describes key improvements that we will work on together to ensure our patients have exceptional experiences and care.



PROVIDE EXCEPTIONAL  
CLIENT AND FAMILY  
CENTRED CARE

Our goal is to ensure patients and families are kept well-informed throughout the patient's admission to hospital so that they can effectively participate in care and decision-making.



EQUITY, DIVERSITY  
& INCLUSION

Our goal is to deliver a variety of educational opportunities to our staff, physicians and volunteers related to various equity, diversity and inclusion topics and provide language concordant care to our patients.



PROTECT OUR  
PATIENTS FROM HARM

Our goal is to keep our patients free from harm by preventing pressure injuries which can have a significant impact on their quality of life.



KEEP OUR  
WORKPLACE SAFE

Our goal is to create a workplace that encourages reporting of workplace violence incidents to inform ongoing prevention and safety initiatives.



PROVIDE  
EFFECTIVE CARE

Our goal is to align the care we provide with evidence-based best practices. This year we will continue to focus on the identification, prevention and management of delirium.

