

Baycrest Hospital
2023-2024 Quality Improvement Plan Progress Report

Measure/Indicator	Source / Reporting Period	Baseline Performance	2023-24 Target	2023-24 Performance	Status of Change Ideas*
1. Central Navigation - Percentage of ambulatory mental health patients with a clinical contact within 14 days of referral	EMR/Chart Review Q2 to Q3 Fiscal Year 2023-24 (July 1 to December 31, 2023)	3.80	80%	94.1%	4 out of 4 change ideas implemented as planned
2. Percentage of clients surveyed who respond positively (“always” or “most of the time”) to the question: <i>When you were admitted here, did you get the information you needed?</i>	In-house survey January 1 – December 31, 2023	81.5% (Calendar Year 2022)	85%	88%	3 out of 3 change ideas implemented as planned
3. Percentage of complex continuing care (CCC) patients admitted to Hospital 6E with goals of care discussions documented in their medical record within six weeks of admission or re-admission (returning from acute care)	Local data collection (Complex Continuing Care – 6 East) Q1 to Q3 Fiscal Year 2023-24 (April 1 – December 31, 2023)	95%	90%	89%	3 out of 4 change ideas implemented as planned
4. Percentage of patients admitted to 7W screened for delirium within 24 hours of admission	Local data collection (High Tolerance Rehabilitation – 7 West) Q2 to Q3 Fiscal Year 2023-24 (July 1 to December 31, 2023)	76.8%	85%	79.6%	3 out of 4 change ideas implemented as planned
5. Number of workplace violence incidents reported by hospital workers (as defined by the <i>Occupational Health and Safety Act</i>) within a 12-month period	Local data collection January 1 – December 31, 2023	119	330	407	1 out of 5 change ideas implemented as planned
6. Pressure injury (PI) incidence rate, stage 2 or greater	Prevalence and incidence (P&I) studies – CCC units, Transitional Care Unit, Low Tolerance Rehabilitation Unit Q1 to Q3 Fiscal Year 2023-24	0.25 (Q1-Q3 FY 2022-23)	0.18	0.11	4 out of 4 change ideas implemented as planned