



Quality Improvement Plan 2021-2022

At Brant Community Healthcare System, we are focused on providing safe, high-quality care and services to the people we serve. Our Quality Improvement Plan identifies measurable steps we will take towards providing a better experience for patients, their families, our staff and volunteers.

GOALS



Reducing ED Wait Times

- To provide timely access to care by reducing the time it takes to transfer individuals to an inpatient bed.

Reduce average wait time for an inpatient bed by **1.6 hours**.



Improving Access to Care

- To ensure fracture patients who need surgery receive surgical intervention within 48 hours of coming to hospital regardless of whether they need to be transferred to another hospital for surgery.

Achieve a **16% improvement in wait time for hip fracture surgery**.



Increased Access to Diagnostic Imaging Tests

- To improve the percentage of priority 2-4 Cases for Computerized Tomography (CT) scan completed within target, based on patient wait time starting with the doctor's request being sent to a facility, to having the scan completed.

Achieve **60% of priority 2-4 CT scans within target**.



Improving Patient Experience

- We appreciate the feedback patients offer BCHS through our Patient Experience Surveys. We are focused on ensuring patients receive enough information when leaving the hospital.

Achieve a **3% or greater improvement in the patient experience survey question relating to receiving enough information at discharge**.



Creating a Safe Workplace

- Health care workers are at a risk of experiencing violence in the workplace. Union and management will work together to reduce the threat of violence for all employees.

Report more workplace violence incidents to address them promptly and appropriately.



Ensuring Medication Accuracy

- To check patient's medication upon their hospital arrival and throughout their hospital stay until they are discharged.

Achieve an **88% in medication reconciliation upon patient discharge from hospital**.



Providing Effective Care

- To ensure mental health and addiction patients experience effective and smooth transitions from the hospital.

Reduce mental health or addiction repeat visits to the Emergency Department within **30 days to 20% or less**.

To review the whole plan, visit www.bchsys.org/qip

