

PART B: Improvement Targets and Initiatives

Wrentham Area Health Authority QIP 2013/14
19 Hospital Drive, P.O. Box 14, Moore Factory, ON



Initiative		Measure	Target	Current	Baseline	Comments
Quality Improvement	Reduce the number of hospital admissions due to preventable causes	Rate of preventable hospital admissions per 1,000 admissions	10%	12%	12%	Targeting preventable admissions through patient education and early intervention.
	Improve patient satisfaction	Net Promoter Score (NPS)	10	8	8	Implementing patient feedback loops and staff training to enhance patient experience.
	Reduce the number of emergency department visits	Emergency department visits per 1,000 population	150	160	160	Enhancing primary care services and providing patient education on when to seek care.
	Improve the quality of patient care	Standardized care plan compliance	95%	90%	90%	Implementing standardized care plans and staff training to ensure consistent care.
	Reduce the number of hospital readmissions	30-day hospital readmission rate	10%	12%	12%	Implementing discharge planning and patient education to reduce readmissions.
	Improve the efficiency of patient care	Length of stay (LOS)	5 days	6 days	6 days	Optimizing care pathways and implementing evidence-based practices to reduce LOS.
	Reduce the number of patient falls	Falls per 1,000 patient days	1.0	1.2	1.2	Implementing fall prevention strategies and staff training to reduce falls.
	Improve the quality of patient care	Standardized care plan compliance	95%	90%	90%	Implementing standardized care plans and staff training to ensure consistent care.
	Reduce the number of hospital readmissions	30-day hospital readmission rate	10%	12%	12%	Implementing discharge planning and patient education to reduce readmissions.
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Patient Engagement	Improve patient satisfaction	Net Promoter Score (NPS)	10	8	8	Implementing patient feedback loops and staff training to enhance patient experience.
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Operational Excellence	Improve patient satisfaction	Net Promoter Score (NPS)	10	8	8	Implementing patient feedback loops and staff training to enhance patient experience.
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