



2021.22 WCH Quality Goals (Quality Improvement Plan Indicators & Targets)

HQO Theme	Quality Dimension	WCH Strategic Goal	Indicator	2020.21 Target	Current Baseline	2021.22 Target	Target Strategy/Justification
Timely and Efficient Transitions	Timely	2	Waits for New Referrals (Gyne, Pain, GIM, Rheum, Wound, PERC): # of business days from referral receipt to appointment booking / total # of referrals booked	10	5.8 FY20.21 Smoothed Out	7.0	Account for Anticipated Gaps: Due to the static nature of this metric and its variability, setting a target is challenging. Highest (7.6) and lowest (4.0) quarters for FY20.21 were averaged to estimate a smoothed-out baseline of 5.8. It is anticipated that waits will increase as unscheduled referrals are eventually booked post pandemic and previous backlogs are addressed. Due to the unpredictable nature of the pandemic recovery, the target reflects an anticipated gap that will manifest as the year progresses and thus is higher than baseline but more favorable than last year's target.
	Effective	3	AACU Avoidable ED Visits per Day: # of ED referrals + ED follow ups seen in AACU / day	6.8	10.4* *proxy due to new data capture	11.0	Maintain Previous Improvement Goal: Despite pandemic related disruptions and expanded hours of service, the number of Avoidable ED Visits per day remained relatively consistent (4% increase) this past year. A target of 11.0 represents a 6% improvement which is consistent the 6.8 target set in 2020 using the old data capture method. The new data method is more effective and thus will result in an upward shift.
Service Excellence	Patient Centred	2	MyHealthRecord Activations: # of appointments with myHR active within 30 days of appointment / total appointments – excluding COVID Assessment Centre activity	32%	50% FY20.21 Average	55%	Establish Relative Improvement Goal: New target of 55% represents a 10% increase above the FY20.21 Average (50%). FY20.21 closed with a 79% increase over the previous year attributed to the rapid adoption of virtual care during the pandemic. These massive gains are not expected to be replicated but the aim is to maintain an ambitious proportion of myHR activations through promotion, process improvements, and improved functionality.
	Equitable	1	Demographic Information Collection: Develop processes to capture demographic data from our staff, physicians, patients, volunteers, and learners	NA	NA	NA	Establish Baseline: As part of the Equity Strategy, WCH will establish and/or improve demographic information collection for all of Our People (staff, physicians, patients, volunteers, learners). Understanding their demographics is an essential building block to ensure equitable, quality care as well as a workforce that reflects the diverse populations we serve. The Demographic Information Collection Taskforce aims to have these processes in place and reporting data by the end of FY21.22.
Safe and Effective Care	Safe	2	MANDATORY Workplace Violence Incidents: # of violence incidents reported by hospital workers per year as defined by the OHSA (cumulative)	10	5 FY20.21 Total	7	Cut the Defect or Gap in Half: FY20.21 Total = 5 which is a 150% increase from the previous year's total. While an increase in reporting of "precursor" events has been noted, under-reporting is thought to remain among certain groups. By cutting the gap (with allowances for rounding) between the long-term goal of 10 and the baseline of 5, a target of 7 reported incidents would represent a 40% increase. Increased reporting is associated with a positive safety culture.
		2	Medication Reconciliation – Surgical Services & AACU: # of times MedRec completed / total # of patients identified as benefitting from MedRec	65%	68% FY20.21 Average	70%	Maintain Gains Post Pandemic: The goal for 2021.22 is hold the gains made in 2020.2021, largely attributed to MedRec integration within Epic in Surgery. Process improvements and refinements in AACU continue. A major focus of the year ahead is the development of a plan to spread MedRec to additional clinical areas. A target of 70% represents a 3% improvement over last year's baseline.