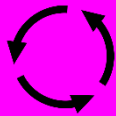


# Women's College Hospital's Quality Goals 2021-2022

The Women's College Hospital (WCH) Quality Improvement Plan (QIP) is one of the tools we use to communicate and track our performance. In 2021-2022, WCH's 6 quality and safety goals are:

## Timely and Efficient Transitions



1. **Referral Appointment Wait Times:** Reduce wait times for scheduling appointments for new referrals.
2. **AACU Avoidable ED Visits:** Reduce avoidable emergency department visits through referrals to our Acute Ambulatory Care Unit (AACU).

## Service Excellence



3. **myHealthRecord Activations:** Engage patients in their care using our online patient portal.
4. **Demographic Data Collection:** Develop processes to capture demographic data from our staff, physicians, patients, volunteers, and learners.

## Safe and Effective Care



5. **Medication Reconciliation:** Improve medication safety by completing a comprehensive review of high-risk patients' medications.
6. **Workplace Violence Incidents:** Enhance workforce safety by implementing workplace violence prevention strategies.