

Women's College Hospital's Quality Goals

The Women's College Hospital (WCH) Quality Improvement Plan (QIP) is one of the tools we use to communicate and track our performance. It outlines our annual quality and safety priorities. It's our commitment to ensuring that the care and services we provide to our patients and the community are effective, safe, patient-centred, equitable, timely and efficient. In 2019/20 WCH's QIP will track the following six key quality indicators.

Timely and Efficient Transitions

1. **Referral appointment wait times:** Reduce wait times for scheduling appointments for new referrals.
2. **After-visit summaries:** Ensure our patients receive enough information in their summaries for care at home.
3. **AACU referrals:** Reduce avoidable emergency department and inpatient admissions through referrals to our Acute Ambulatory Care Unit (AACU).

Service Excellence

4. **myHealthRecord activations:** Engage patients in their care through the use of our online patient portal.

Safe and Effective Care

5. **Medication reconciliation:** Improve medication safety by introducing medication reconciliation in additional clinical areas.
6. **Workplace violence incidents:** Enhance workforce safety by implementing workplace violence prevention strategies.