

# Quality Goals 2024-2025

At Women's College Hospital, our annual Quality Improvement Plan (QIP) is one of the tools we use to communicate and track our performance. For 2024-2025, our 6 quality and safety goals as outlined on the QIP are:

## Access & Flow



### 1. Reduce wait time

% referrals acknowledged within 14 days

### 2. Improve access to care

% virtual care adoption when appropriate

## Experience



### 3. Improve patient experience **(NEW)**

% top box ratings for overall care

## Equity



### 4. Improve health equity **(NEW)**

Completion rate for "We ask because we care" survey

## Safety



### 5. Improve workforce safety

# workplace incivility incidents

### 6. Improve medication safety

% medication reconciliation completed