



# News Release

[www.bluewaterhealth.ca](http://www.bluewaterhealth.ca)

## Bluewater Health Issues Quality Improvement Plan

**SARNIA & PETROLIA – March 29, 2018** – Bluewater Health’s Board of Directors has endorsed the organization’s annual Quality Improvement Plan (QIP) exemplifying the hospitals’ commitment to providing high quality, safe patient care. *The Excellent Care for All Act* (ECFAA) requires hospitals to annually develop a formal, documented set of quality commitments to its patients, clients, staff and community to improve quality through focused targets and actions.

Developed in collaboration with medical and clinical leaders Bluewater Health’s 2018/2019 QIP contains six key objectives each with measures and targets designed to provide a clear understanding of organizational priorities and allow for provincial comparability. Bluewater Health Patient Experience Partners (PEPs) provided input, specifically identifying the importance of information sharing to patients and families when transitioning from hospital on discharge.

Bluewater Health’s QIP objectives are to

- Increase **patients’ perceptions and satisfaction with their care experience** by increasing PEP engagement with patients and frontline staff, improving discharge planning and reducing fears and anxieties.
- Improve **the information and support patients receive prior to being discharged** by developing a standardized discharge process and strategy.
- Decrease **the readmission rates for patients with Chronic Obstructive Pulmonary Disease (COPD)** by increasing collaboration between Bluewater Health and community partners and stakeholders.
- Decrease **hospital readmission rates for patients with mental illness or an addiction** by improving collaborative treatment planning and handover with community partners.
- Decrease **Emergency Department (ED) length of stay (90<sup>th</sup> percentile) for admitted patients** by improving bed management and time to inpatient bed.
- Foster **an environment of reporting for workplace violence incidents** by increasing awareness of workplace violence and streamlining incident reporting.

According to Chief Nursing Executive Shannon Landry making hospitals more safe, effective, sustainable, accessible and patient-centered are the goals of annual Quality Improvement Plans.

“The QIP does not replace, but adds to the current performance monitoring and public reporting that we already do,” she said. “It focuses the organization on indicators and targets that are identified by the board as priority areas of quality, and augments accountability and transparency with the community. Our 2018-19 QIP builds on the successes and lessons learned from past years, and is evidence of our commitment to providing high quality, safe patient care.”

Mike Lapaine, President and CEO adds, “Our annual QIP stretches us to reach for even higher performance goals, which require the dedicated attention of the entire organization and indeed the Sarnia-Lambton community. Bluewater

Health’s mission is to create exemplary healthcare experiences with patients and families every time. In our QIP, we are truly focusing on meaningful improvements beyond our current performance.”

Two percent of Bluewater Health’s executives’ base salaries is withheld and is at risk, earned back only if the hospital achieves or exceeds QIP targets in at least four objectives by March 31, 2019.

To view Bluewater Health’s Quality Improvement Plan, visit [www.bluewaterhealth.ca](http://www.bluewaterhealth.ca) (click on Performance/Quality Improvement Plan). The hospital’s Board of Directors is responsible for monitoring the targets, and hospital leaders are accountable for reaching the targets and annually reporting to the public on performance and improvement plans. The plan is also provided annually to the Ontario Health Quality Council.

The hospital’s Quality & Patient Safety Plan will be accessible in the coming weeks at [www.bluewaterhealth.ca](http://www.bluewaterhealth.ca). The plan illustrates all the processes in place at Bluewater Health to enhance patient safety and quality care.

Bluewater Health, with locations in Sarnia and Petrolia, cares for the residents of Sarnia-Lambton. With close to 2,500 staff, Professional Staff and volunteers, Bluewater Health provides an array of specialized acute, complex continuing care, allied health and ambulatory care services. Bluewater Health’s Mission is: *We create exemplary healthcare experiences with patients and families every time.* For more information about Bluewater Health, visit [www.bluewaterhealth.ca](http://www.bluewaterhealth.ca) or follow us on Facebook, Instagram, LinkedIn, Twitter and YouTube.

-30-

For more information contact:

Birgit Lacey  
Communications Coordinator, Communications & Public Affairs  
519-464-4453

