

Looking Back-2018-2019 QIP

Where We Started (2017-2018)	2018/2019 Quality Improvement Indicators	Target	Current Performance	Peer Comparator	Performance
N/A	Workplace Violence	Collecting baseline	81	N/A	N/A
24.9 hrs. (Jan-Dec)	ED Length of Stay- Admitted Patients (defined as total ED LOS)	20 hrs. (Jan- Dec)	26 hrs. (Jan-Dec)	33.4 hrs.	✓ Better than our comparator
14.8%	Readmission Rates: Mental Health and Addictions	14.1% (Q4, Q1, Q2)	12.1% (Q4, Q1, Q2)	12.9%	✓ Exceeds Target
17.9%	Readmission Rates: Chronic Obstructive Pulmonary Disease (COPD) Patients	16.4% (Q4, Q1, Q2)	18.5% (Q4, Q1, Q2)	20.2% Crude Data	✓ Better than our comparator
48.5%	Patient Overall Experience: Emergency Department Inpatient (included all inpatients)	50.6% 72% (Q4, Q1, Q2)	51.1% 66.3% (Q4, Q1, Q2)	ED-n/a 64.7%	✓ ED-Exceeds Target
71.3%					✓ IP-Better than our comparator
82.6%	Received Enough Information on Discharge: Emergency Department Inpatient (included all inpatients)	83% 61.6% (Q4, Q1, Q2)	83.5% 56.8% (Q4, Q1, Q2)	82.1% 53.7%	✓ ED- Exceeds Target
57.2 %					✓ IP- Better than comparator