



QUALITY AND PATIENT SAFETY PLAN 2020-2021

Our strategic priorities intentionally encircle Emily, our patient; learn more [here](#). Quality Care is a key dimension in our plan and prioritizes improved access to care and ingraining patient safety in all we do.

ENCOURAGE AND SUPPORT EVERYONE TO SPEAK UP

Measuring , Monitoring & Improving Quality

Managing Patient Safety Incidents

Managing Patient/Family Feedback

Mitigating Risk

EDUCATING STAFF

2020-2021 QUALITY IMPROVEMENT PLAN

- Keeping our staff safe through *Workplace Violence Prevention*
- Improving access and flow by *Improving our Time to Inpatient Bed* for Admitted Patients by: improving length of stay; reducing alternate level of care rate; ensuring enough discharge information; and decreasing repeat Emergency Department visits for mental health conditions
- Improving care by having a *Documented Assessment of Palliative Care Needs* for patients with life-limiting illnesses

TOP THREE IDENTIFIED ORGANIZATIONAL RISKS

1. Minimize the occurrence of Workplace Violence Incidents
2. Improve response to deteriorating patient condition
3. Pandemic response readiness

TO VIEW OUR FULL QUALITY AND PATIENT SAFETY REPORT CLICK HERE

Questions? Email
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