

Quality Improvement Plan 2019-2020

At Brant Community Healthcare System, we are focused on providing quality healthcare services to patients of all the communities we serve. Our Quality Improvement Plan identifies measurable steps that we will take towards providing a better experience for our patients, families, staff, physicians and volunteers.



GOAL: TIMELY & EFFICIENT TRANSITIONS

1	Average number of admitted patients in unconventional spaces per day	▶	Less than 10
2	Emergency Department wait time for an inpatient bed	▶	27.5 hours

GOAL: SAFE & EFFECTIVE CARE

3	Percentage of admission medication reconciliations in our Medicine program (discrepancies resolved prior to discharge)	▶	87%
4	Percentage of completed medication reconciliations at discharge in our Medicine program	▶	87%
5	Percentage of medication reconciliations at discharge in our Surgery program	▶	70%
6	Number of reported workplace violence incidents	▶	125
7	Number of reported workplace violence incidents resulting in lost time	▶	Less than 5

GOAL: SERVICE EXCELLENCE

8	Complaints acknowledged in a timely manner (within 48 business hours)	▶	95%
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