

Community at heart of Osler's Quality Improvement Plan

Building on a number of quality successes over the past year, William Osler Health System's 2013-2014 Quality Improvement Plan (QIP) focuses on making improvements in areas that are most meaningful to patients and families, the community and the organization itself.

Osler's QIP has now been posted along with progress on Priority 1 indicators from its 2012-2013 plan.

In 2010, the Province passed the Excellent Care for All Act, requiring health care organizations to develop a QIP each fiscal year and make that plan available to the public. Osler has developed its annual public QIP with specific targets for improvements in the areas of safety, effectiveness, access, and patient-centred and integrated care. The plan is part of a more robust annual Quality Program, focused on improvements within the organization and throughout the local health care system.

"Our 2013-2014 QIP builds on our past performance, leverages new models of care and maximizes the skills and expertise of our dedicated team of staff, physicians and volunteers," said Osler President and CEO Matthew Anderson. "The plan focuses on making improvements in areas which are important to our patients and their families, our community and the organization, and it reflects our commitment to evidence-based practices and to providing the best possible care to meet the unique needs of the patients we serve." The results of Osler's improvement efforts this year will mean staff will be empowered to go farther, involve patients in their care when they want to be and provide an exceptional experience for each individual they interact with; and patients in the emergency departments who need to be admitted will have shorter waits to be transferred to a bed. As well, patients with a fractured hip will also wait less time and see improved outcomes following surgery; patients will continue to receive treatments based on best medical practice standards to improve their outcomes and reduce risks; patients who no longer need to be in the hospital will be connected with the most appropriate care, at the right place and at the right time, more quickly; and there will be a reduced risk of patients falling and injuring themselves or getting an infection.

"We are proud of our quality achievements over this past year, including recognition of our Quality Program as 'the gem' of the organization as part of our Exemplary Standing designation through Accreditation Canada," said Executive Vice-President, Clinical Services and Chief Nursing Executive Joanne Flewwelling. "Our 2013-2014 QIP continues our drive for further quality improvements as we look to apply new delivery techniques, treatments and partnerships over the year ahead to support patients and families through their health care journey."

Under the Excellent Care for All Act, Ontario hospitals link a percentage of executive compensation to achievement of improvement measures included in the QIP. The final data for the measures tied to executive compensation in the 2012-2013 QIP will not be finalized until later in the year.

Osler's full 2013-2014 Quality Improvement Plan and the 2012-2013 QIP Progress results for Priority 1 indicators are available on its website at www.williamoslerhs.ca