

Patient experience, partnerships focus of Osler's 2017-18 QIP

Supporting its Vision to Deliver Patient-Inspired Health Care without Boundaries, William Osler Health System's 2017-18 Quality Improvement Plan (QIP) focuses on enhancing the patient experience and strengthening partnerships across the Central West region. For the third consecutive year, Osler, together with its partners at the Central West Community Care Access Centre (CCAC) and Headwaters Health Care Centre (Headwaters) developed a joint QIP that sets out to improve health care in the region.

Under the Excellent Care for All Act, all Ontario hospitals create and share a QIP each fiscal year that outlines specific improvement targets in areas such as safety, effectiveness, access, patient-centred and integrated care. A percentage of executive compensation is linked to the achievement of improvement measures included in the QIP.

"The 2017-18 QIP builds on our many accomplishments and commitment to meeting the health care needs of patients and their families," Osler's Vice-President of Medical Affairs Naveed Mohammad said. "Together with our partners at the Central West CCAC and Headwaters, we are committed to delivering quality, timely and accessible health care across the Central West region."

In the year ahead, Osler will focus on six areas for improvement:

- Continuing to deepen patient and family involvement in all aspects of care to help improve the patient experience;

- Asking for patient feedback and gauging patient satisfaction to better serve the needs of patients and improve the patient experience;

- Reducing preventable hospital readmissions;

- Committed to cutting down wait times in the ED, they will continue their work to reduce readmissions, and improve access to services, with a special emphasis on patients with complex needs;

- Reducing the risk of patient falls by identifying patients at risk for falls upon admission to hospital, upon return home, or when transferred to another health care facility or long-term care home;

- Reducing medication errors by reviewing a patient's medication history both at admission to hospital and upon discharge to ensure health care providers have the right information to help make informed decisions about a patient's care. They will also empower patients to care for themselves at home by helping to further educate them about their medications.

"We are dedicated to providing a quality health care experience for all patients," Osler's Vice-President of Service Quality and Community Relations Susan deRyk commented. "This year's QIP establishes the foundation for the year ahead as we continue to build on our bold regional partnerships with the Central West CCAC and Headwaters."

Osler's full 2017-2018 QIP and the 2016-2017 QIP Progress results are available on its website at www.williamoslerhs.ca