

# 2015-16 QUALITY IMPROVEMENT PLAN RESULTS

## Implement HNHB CCAC's Best Practice Guideline (BPG) Non-Cancer Pain Pathway

SJHC did not achieve the target to implement this BPG non-cancer pain pathway. The project had three phases: education, testing and implementation. The pathway education was 86% completed by all nurses. The team is currently in the testing phase, which is approximately 25% complete as the kick-off and a few subsequent meetings have taken place. The testing phase was much longer than anticipated as there were unexpected vendor delays, and all pathway modules must be implemented at the same time.

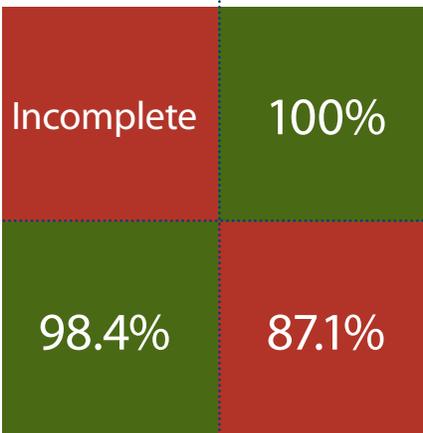
## Improve the overall client satisfaction

SJHC exceeded our target of 95% and achieved an overall client satisfaction rate of 98.4%. As the overall client satisfaction target was not achieved in 2014/15, the strategy implemented this year was to focus client satisfaction improvements on a select number of assisted living programs within the Community Support Services division. These programs included Gwen Lee Supportive Housing, Park Street Assisted Living, and the Neighbourhood Model for Seniors at Risk programs.

## Access to Personal Support Worker (PSW) Care within 5 days

SJHC exceeded our target of 90% and achieved a rate of 100%. This past year, the HNHB CCAC modified the eligibility for providing services to clients and the Collaborative Care Model program at SJHC was able to admit all the clients referred to the program and provide a home visit/assessment within 5 days of the referral acceptance. The wait time target for PSW care is a key priority for both Health Quality Ontario & the CCAC.

CCAC.



## Improve the referral acceptance rate

SJHC did not achieve the target of 91% for referral acceptance, reaching an overall acceptance rate of 87.1%. In order to achieve the 91% target for referral acceptance, SJHC must have a full staffing complement. Vacancies, high turnover, and sick calls in both Q3 and Q4 were factors that affected acceptance rates. It is important to note that there has been a marked improvement from the previous year, when the year-end referral acceptance rate was 76.8%, compared to 87.1% for 2015/16.