

PART B: Improvement Targets and Initiatives

2012/13



St. Joseph's Home Care 1550 Upper James, Hamilton ON, L9B 2L6

AIM		MEASURE					CHANGE			
Quality dimension	Objective	Measure/Indicator	Current performance	Target for 2012/13	Target justification	Priority level	Planned improvement initiatives (Change Ideas)	Methods and process measures	Goal for change ideas (2012/13)	Comments
Safety	Improve provider hand hygiene compliance	Hand Hygiene Audit: Number of staff who washed their hands before and after providing care per total number of staff audited	93%	90%	Previous organizational performance, internal target	1	1) Implement monthly audits and reporting of results within each program 2) Develop a continuous quality improvement program based on audit results	% Compliance % Completed	100% 100%	"Target of reaching x% compliance in y years"
	Reduce falls for long stay home care clients	Falls: Percentage of long stay* home care clients who report that they have fallen in the last 90 days *A long-stay client is defined as an adult who requires more than 60 uninterrupted days of service	Not currently measured	25%	Ontario average reported by Health Quality Ontario	1	1) Develop a preventative falls strategy which provides a Safety at Home assessment to all individuals on service defined as long stay clients 2) Conduct quarterly follow-up interviews with long stay clients following Safety at Home assessments	% Completed % Completed	100% 100%	
	Never Events	Never Event: Any event listed in Appendix A of the St. Joseph's Home Care Never Reporting Policy	0	0	Theoretical best	2				
Effectiveness	Increase Emergency Department visits avoided	Emergency Department Visits Avoided: Percentage of long stay home care clients who <i>did not</i> require an Emergency Department visit in the last 90 days	Not currently measured	95%	Internal target	2				
Access	Improve referral acceptance rate	Referral Acceptance Rate: Number of referrals accepted per total number of referrals made to all programs	94.1%	95%	Contractual, regulatory target	2				
Patient-centred	Improve overall client satisfaction	In-house survey (if available): "All survey items combined" All Items Combined: Number of clients who have indicated they are either satisfied or very satisfied with all items on the survey per total number of survey respondents (Potential Responses: Strongly Agree, Agree, Neither, Disagree, Strongly Disagree, N/A)	95.9%	95%	Previous organizational performance, internal target	1	1) Increase client satisfaction survey rate of return 2) Identify main drivers of satisfaction to support process improvement 3) Engage clients, staff and managers in the development of action plans to continue to improve markers	% Change % Completed % Participation (Quarterly)	+5% 100% 100%	"Target of reaching x% compliance in y years" (or similar long term goal)
	Improve client satisfaction with quality of care	In-house survey (if available): "I was satisfied with the overall quality of PSW/Cleaner service provided by SJHC" and "I was satisfied with the overall quality of nursing care provided by SJHC" Quality of Care: Number of clients who have indicated they are either satisfied or very satisfied with the quality of overall care received per total number of survey respondents (Potential Responses: Strongly Agree, Agree, Neither, Disagree, Strongly Disagree, N/A)	97.9%	95%	Previous organizational performance, internal target	2				
Integrated	Successful community linkages made through the ICC Project	Successful Community Linkages: Number of successful community linkages where the client received service over all linkages made	Not currently measured	50%	Internal target	2				