

# PART B: Improvement Targets and Initiatives

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



AIM		MEASURE							
Quality dimension	Objective	Measure/Indicator	Target for 2013/14	Target justification	Priority level	Q1 2012-2013	Q2 2012-2013	Q3 2012-2013	Q4 2012-2013
Safety	Improve provider hand hygiene compliance	<b>Hand Hygiene Audit:</b> Number of staff who washed their hands before and after providing care per total number of staff audited	90%	Previous organizational performance; internal target	2	92.50%	94.49%	94.25%	94.25%
	Reduce falls for long stay home care clients	<b>Falls:</b> Percentage of long stay* home care clients who did not 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	90%	HNHB LHIN Falls Prevention Strategy Target	1	97.64%	96.09%	95.07%	95.07%
	Never Events	<b>Never Event:</b> Any event listed in Appendix A of the St. Joseph's Home Care Never Reporting Policy	0	SJHS Policy	2	0	0	0	0
Effectiveness	Increase Emergency Department visits avoided	<b>Emergency Department Visits:</b> Percentage of long stay home care clients who required an Emergency Department visit in the last 30 days	16%	HQO Quality Monitor and four quarters of SJHC historical data	1	N/A	1.17%	6.37%	6.40%
Access	Improve referral acceptance rate	<b>Referral Acceptance Rate:</b> Number of referrals accepted per total number of referrals made to all programs	95%	Contractual, regulatory target	2	95.80%	90.40%	93.32%	93.32%
Patient-centred	Improve overall client satisfaction	<b>In-house survey (if available):</b> "All survey items combined" <b>All Items Combined:</b> 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%	Previous organizational performance, internal target	1	93.65%	96.05%	96.50%	96.50%
	Improve client satisfaction with quality of care	<b>In-house survey (if available):</b> "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" <b>Quality of Care:</b> 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	95%	Previous organizational performance, internal target	2	96%	100.00%	99.20%	99.50%