

**PART B: Improvement Targets and Initiatives**

**2013/14**



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

AIM		MEASURE					PROGRESS				
Quality dimension	Objective	Measure/Indicator	Current performance	Target for 2013/14	Target justification	Priority level	Q1 2013-2014	Q2 2013-2014	Q3 2013-2014	Q4 2013-2014	YE
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	On Target	90%	Previous organizational performance, internal target	2	95.96%	94.76%	94.62%	96.08%	95.20%
	Reduce falls for long stay home care clients	<b>Falls:</b> Percentage of long stay* home care clients who <i>did not</i> 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	On Target	90%	HNHB LHIN Falls Prevention Strategy Target	1	8.24%	7.97%	5.90%	4.23%	6.53%
							91.76%	92.03%	94.10%	95.77%	93.47%
Never Events	<b>Never Event:</b> Surgical, patient protection, care management, environmental, and criminal events (listed in Appendix A of the St. Joseph's Health System Never Event Reporting Policy).	On Target	0	SJHS Policy	2	0	0	0	0	0	
Effectiveness	Increase Emergency Department visits avoided	<b>Emergency Department Visits Avoided:</b> Percentage of long stay home care clients who required an Emergency Department visit in the last 30 days	On Target	16%	HQO Quality Monitor and SJHC long stay case mix data	1	95.06%	97.79%	96.98%	98.94%	97.19%
							4.94%	2.21%	3.02%	1.06%	2.81%
Access	Improve referral acceptance rate	<b>Referral Acceptance Rate:</b> Number of referrals accepted per total number of referrals made to all programs	Not on Target	95%	Contractual, regulatory target	2	94.72%	91.12%	92.35%	95.04%	80.98%
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)	Not on Target	95%	Previous organizational performance, internal target	1	91.78%	94.93%	95.33%	92.35%	93.59%
							CSS = 89.95% & Nursing = 93.60%	CSS = 94.85% & Nursing = 95.00%	CSS = 98.15% & Nursing = 92.50%	CSS = 91.09% & Nursing = 93.6%	
	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 (Potential Responses: Strongly Agree, Agree, Neither, Disagree, Strongly Disagree, N/A)	On Target	95%	Previous organizational performance, internal target	2	95.41%	97.70%	95.66%	93.91%	95.67%
							CSS = 96.51% & Nursing = 94.30%	CSS = 99.19% & Nursing = 96.20%	CSS = 98.70% & Nursing = 92.70%	CSS = 95.61% & Nursing = 92.20%	