

**PART B: Improvement Targets and Initiatives**

**2014/15**



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

AIM		MEASURE				
Quality dimension	Objective	Measure/Indicator	Current performance (2013/14 YE)	Target for 2014/15	Target justification	Improve or Maintain
Safety	Reduce falls for long stay home care clients	<p><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</p> <p>*A long-stay client is defined as an adult who requires more than 60 uninterrupted days of service</p>	95.20%	90%	HNHB LHIN Falls Prevention Strategy Target	Maintain
Effectiveness	Increase Emergency Department visits avoided	<p><b>Emergency Department Visits Avoided:</b> Percentage of long stay home care clients who <i>did not</i> require an Emergency Department visit in the last 30 days</p> <p>*A long-stay client is defined as an adult who requires more than 60 uninterrupted days of service</p>	96.59%	90%	HQO Quality Monitor and SJHC long stay case mix data	Maintain
Access	Improve referral acceptance rate	<p><b>Referral Acceptance Rate:</b> Number of referrals accepted per total number of referrals made for visiting nursing programs</p>	85.44%	90%	Contractual, regulatory target	Improve
Patient-centred	Improve overall client satisfaction	<p><b>In-house survey (if available):</b> "All survey items combined"</p> <p><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)</p>	93.59%	95%	Previous organizational performance, internal target	Improve