

PART B: Improvement Targets and Initiatives

2014/15



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

AIM		MEASURE					PROGRESS		
Quality dimension	Objective	Measure/Indicator	Current performance (2013/14 YE)	Target for 2014/15	Target justification	Improve or Maintain	Q1 2014/15	Q2 2014/15	Q3 2014/15
Safety	Reduce falls for long stay home care clients	Falls: 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	95.20%	90%	HNHB LHIN Falls Prevention Strategy Target	Maintain	92.39%	90.60%	91.06%
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 30 days *A long-stay client is defined as an adult who requires more than 60 uninterrupted days of service	96.59%	90%	HQO Quality Monitor and SJHC long stay case mix data	Maintain	99.15%	94.74%	96.09%
Access	Improve referral acceptance rate	Referral Acceptance Rate: Number of referrals accepted per total number of referrals made for visiting nursing programs	85.44%	90%	Contractual, regulatory target	Improve	83.76%	91.83%	78.93%
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)	93.59%	95%	Previous organizational performance, internal target	Improve	93.10%	94.35%	TBD