

2016-2017 Quality Improvement Plan Goals

St. Joseph's Home Care's direction for the 2016/17 Quality Improvement Plan was two-fold: adopt indicators for new quality initiatives aligned with the quality priorities for the St. Joseph's organizations in Hamilton (St. Joseph's Home Care, St. Joseph's Healthcare Hamilton and St. Joseph's Villa) and continue the quality improvement work on indicators where the target was not achieved in the previous year. We continue to align our work with the priorities of St. Joseph's in Hamilton.

The four quality priorities for the 2016/17 year are:

1. Complete a medication reconciliation for new palliative clients in the Visiting Nursing Program by the 3rd visit in alignment with the medication management priority for St. Joseph's in Hamilton.
Target is 100% by the end of Q4
2. With each transition from SJHC, make verbal contact with the receiving organization within 48 hours to share information about the client's care needs (this is known as the warm hand-off) in alignment with the transitions priority for St. Joseph's in Hamilton.
Target is 100% by the end of Q4
3. Improve the referral acceptance rate in the visiting nursing program, based on 600 offers received per quarter in alignment with the access priority for St. Joseph's in Hamilton.
The target is 91% based on our HNHB CCAC contract obligation.
4. Measure client satisfaction in the Community Support Services private pay program in alignment with the client satisfaction priority for St. Joseph's in Hamilton.
Target is 92% based on the provincial average for client satisfaction.