

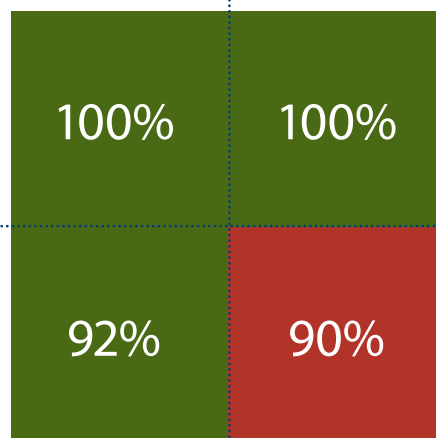
2016-2017 QUALITY IMPROVEMENT PLAN RESULTS

Complete a medication reconciliation for new palliative patients referred to the Visiting Nursing Program

SJHC achieved the target of 100% completion of a medication reconciliation for

Contact within 48 hours post-transition for transitions from Community Support Programs

SJHC met our target of 100% meaning that each time a client transitioned from an SJHC Community Support Program in Hamilton to another institution (e.g. hospital or long-term care), the receiving institution was contacted within 48 hours as a follow-up to ensure a smooth transition for the client.



Improve client satisfaction in the Community Support Assisted Living Programs

SJHC achieved our target of 92% client satisfaction in our Community Support Assisted Living programs.

Improve the referral acceptance rate in the Visiting Nursing Program

SJHC did not achieve the target of 91% for referral acceptance, reaching an overall acceptance rate of 91%. Plans are in place to improve acceptance rates in 2017-2018.