

2017-2018 Quality Improvement Plan Goals

St. Joseph's Home Care's direction for the 2017-2018 Quality Improvement Plan is three-fold: build on the work done in the previous year by expanding quality initiatives to different program areas; continue to align quality initiatives with recognized benchmarks (such as Health Quality Ontario or Accreditation Canada); and continue alignment 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).

The four quality priorities for the 2017-2018 year are:

1. Complete a medication reconciliation for all clients in the Visiting Nursing Program in alignment with the medication management priority for St. Joseph's in Hamilton.
Target is 90% by the end of Q4
2. Complete a nursing visit within 24 hours of a hospital discharge for clients enrolled in St. Joseph's Home Care Integrated Comprehensive Care Program.
Target is 95% by the end of Q4
3. Improve the referral acceptance rate in the visiting nursing program, based on 650 offers received per quarter in alignment with the access priority for St. Joseph's in Hamilton.
The target is 94% based on our HNHB CCAC contract obligation.
4. Measure client satisfaction for in-home personal support care within the Integrated Comprehensive Care 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.