

# 2017-2018 QUALITY IMPROVEMENT PLAN RESULTS

## Complete a medication reconciliation for all clients in the Visiting Nursing Program

While SJHC was able to meet the target of 90% completion of a medication reconciliation for Visiting Nursing clients by the end of Q4.

90%

## Nursing contact within 24 hours of hospital discharge for clients enrolled in the Integrated Comprehensive Care program

SJHC continues to work on reaching the target of 95% of client receiving a nursing visit within 24 hours of discharge from hospital. This indicator will remain on SJHC's QIP for the upcoming fiscal year 2018-2019.

86%

## Client satisfaction for in-home personal support care in the Integrated Comprehensive Care Program

SJHC exceeded our target of 92% and achieved an overall client satisfaction rate of 100%.

100%

## Improve the referral acceptance rate in the Visiting Nursing Program

SJHC is exceeding our target of 94% and achieved an overall referral acceptance rate of 95%.

95%