

2018-2019 QUALITY IMPROVEMENT PLAN RESULTS

Complete a medication reconciliation for all high risk patients in the Integrated Comprehensive Care Program

SJHC exceeded the target of 95% and achieved a medication reconciliation rate of 100% in this program.

100%

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

SJHC exceeded the target of 90% and achieved a rate of 94%.

94%

Client satisfaction at the First Place Supportive Housing Program

SJHC met the target of 90% by the end of Q4.

90%

Improve the referral acceptance rate in the Visiting Nursing Program

SJHC met the target of 94% referral acceptance by the end of Q2.

94%