

2018-2019 Quality Improvement Plan Goals

St. Joseph's Home Care continue to build on the work done in the previous year by expanding quality initiatives to different program areas; continues to align quality initiatives with recognized benchmarks (such as Health Quality Ontario or Accreditation Canada); and continues aligning our QIP indicators 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 2018-2019 year are:

1. Complete a medication reconciliation for all high-risk clients in the Integrated Comprehensive Care Program in alignment with the medication management priority for St. Joseph's in Hamilton.
Target is 95% by the end of Q4
2. For clients enrolled in all St. Joseph's Home Care Integrated Comprehensive Care Program streams, have contact with a team member within 24 hours of discharge from hospital.
Target is 90% by the end of Q4
3. Improve the referral acceptance rate in the Visiting Nursing program, based on approximately 650 offers received per quarter in alignment with the access priority for St. Joseph's in Hamilton and SJHC's HNHB CCAC contract obligation.
The target is 94% by the end of Q2.
4. Measure client satisfaction within the First Place Supportive Housing Program in alignment with the client engagement priority for St. Joseph's in Hamilton.
Target is 90% based on SJHC's internal standard.