

2019-2020 Quality Improvement Plan Goals

St. Joseph's Home Care's direction for the 2019-2020 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 2019-2020 year are:

1. Measure caregiver satisfaction in the new Responsive Behaviours Unit at First Place Hamilton in alignment with the client satisfaction priority for St. Joseph's in Hamilton.
Target is 90% for Q2-Q4
2. Measure the number of in-home safety assessments that are completed for patients and staff in the ICC program in alignment with the safe and effective care priority for St. Joseph's in Hamilton.
Target is 90%
3. Measure the rate of peritonitis in patients receiving assisted peritoneal dialysis (PD) in alignment with the safe and effective care priority for St. Joseph's in Hamilton.
The target is 0.18-0.20 based on the ISPD outstanding organization rate.
4. Improved the rate of missed visits in the Visiting Nursing Program in alignment with the timely and efficient transitions priority for St. Joseph's in Hamilton.
Target is 0.055% based on the HNHB LHIN target of 0.04-0.055%.