

## Summary of Quality Improvement Plan 2020-2021 – SJHC

HQO Safety Dimension	Safe	Effective	Patient Centered
Strategic Alignment	Building	Learning	Learning
Name of Project/Goal Statement	Increase the number of workplace violence incidents reported by employees (Healthcare Worker Incident Reports - HIRs)	Improved Quality of Wound Care Documentation in Visiting Nursing Program	Increase the number of patient and family advisors (PFA'S) who partner/collaborate with SJHC in designing, implementing, and /or sustaining programs.
Baseline	Oct. 2018-Sept. 2019 – 6 reports 2019	Q1 18/19 – Q2 19/20 overall chart audit compliance = 80%	2 PFA's
Benchmark	Not Available	TBD	Addressing Accreditation Canada requirements for PFA engagement.
Target for 2020/2021	12 all programs including near misses	85%	Q1 & Q2 >3 Q3 & Q4 >5
Numerator and Denominator for Target calculation	Number of employee incident reports submitted to OHS coordinator.	Numerator: Number of clients discharged from the Visiting Nursing Program in the quarter where the visit funder was defined as wound who's audited chart met all wound care criteria.  Denominator: Number of clients discharged from the Visiting Nursing Program in the quarter where the visit funder was defined as Wound.	Total number of PFA's enrolled in SJHC patient engagement program per quarter.
Target Justification	By encouraging the reporting of all workplace violence and harassment incidents, including near misses, we are able to have a fuller understanding of the types of incidents, and potential incidents, occurring in the community setting. This allows prevention measure to be accurately implemented, thereby reducing the risks of high impact staff Leave of Absences and possible client service interruptions.	Wound care audits and quality reviews completed in 2019/20 indicated the need for improvement in how wound care is documented by our Visiting Nursing staff. Areas of note were wound measurements and photos being included in the documentation.	Strategic plan target of >5 per year & Accreditation Canada recommendation
How many patients will be affected by this improvement?	Safer work environment leads to higher staff engagement, less staff absence which leads to better client care.	Average of 21 patients per quarter are discharged from our Wound Care Pathways. (Q1 – Q3 2019/20)	PFA's are key to improving care provided.
How will you involve patients in this project?	Focus will be on staff reporting improvement and education related to reduction of Work Place Violence being everyone's responsibility including Patients and Families.	Within homecare, wound care is provided at different intervals and by different care providers. Improving the documentation of observations at a visit will assist the service provider at a subsequent visit to identify potential wound deterioration and possible infection.	All patients whose needs have been considered when partner/collaborate with SJHC in designing, implementing, and /or sustaining programs.
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Executive Compensation			