

DRAFT Quality Improvement Plan metrics as of March 2022

QIP Type	Custom	Custom
Aim	SJHC staff are knowledgeable about the Patient Safety Culture/Just Culture practices of the organization.	Implement Client and Family Care Partner "Seal of Approval" Program and complete at least 3 projects by the end of FY 2022/2023
Outcome Measure	% staff completion – Patient Safety Culture Training.	Number of projects completed with Seal of Approval
Quality Dimension	Safe	Patient Centered
Target	<ul style="list-style-type: none"> 90% of active clinical staff (RN/RPN/PSW's) as of April 1, 2023 will have completed the training program. 100% of Nursing and CSS program managers will complete Manager Patient Safety Culture Training. 	Three or more projects assigned the seal of approval.
Justification	Allow for staff turnover and reduced attendance. Current staffing shortages make it challenging to free up staff to attend training.	2022 is the first year for this program. Target of 3 completed projects was set by Sr. Management as a goal for this program.
Strategic Plan Alignment	<p>CARING</p> <ul style="list-style-type: none"> Be true to our mission, by providing equitable access to care, that is inclusive and non-discriminatory, and results in better health outcomes for the communities we serve. 	<p>LEARNING</p> <ul style="list-style-type: none"> Increased engagement of client/caregiver partners for SJHC
Rationale	<ul style="list-style-type: none"> Just culture principles were identified as an area of improvement in our most recent Patient Safety Culture Survey. Rolling out this new program will increase staff knowledge and align with the most recent Home Care patient safety best practices. Managers will also be trained in just culture philosophy & incident management. Patient safety culture is a priority process for Accreditation 	<ul style="list-style-type: none"> We will engage clients and families and learn from their first-hand knowledge and insight into how the healthcare system can be enhanced to better meet their needs and improve health outcomes.
Exec Lead	- L. Lawson	- L. Lawson
Project Lead(s)	- J. Wellings/K. Andrus	- J. Wellings
Executive Compensation	- Yes	Yes