

# Quality Improvement Plan 2023-24

Baycrest Hospital

Baycrest

Each year, we develop a Quality Improvement Plan (QIP) to identify our key improvement priorities and the steps we are committed to take to ensure high quality care for our patients and their families.

[baycrest.org](http://baycrest.org)



**PROVIDE EXCEPTIONAL  
CLIENT AND FAMILY  
CENTRED CARE**

Our goal is to ensure patients and families receive the information they need upon admission in order to effectively participate in care and decision-making.



**PROTECT OUR  
PATIENTS FROM HARM**

Our goal is to keep our patients free from harm by preventing pressure injuries which can have a significant impact on a patient's quality of life.



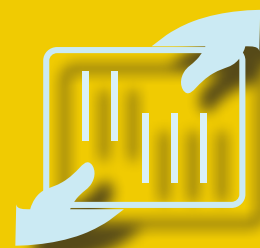
**KEEP OUR  
WORKPLACE SAFE**

Our goal is to create a workplace that encourages reporting of workplace violence incidents to inform ongoing prevention and safety initiatives.



**PROVIDE  
EFFECTIVE CARE**

Our goal is to align the care we provide with evidence-based best practices. This year we will focus on the prevention and management of delirium and optimizing care for patients who would benefit from a palliative philosophy of care.



**ENSURE TIMELY  
ACCESS TO CARE**

Our goal is to have a clinician contact clients referred to Baycrest's ambulatory mental health programs within 14 days of receiving a referral.

