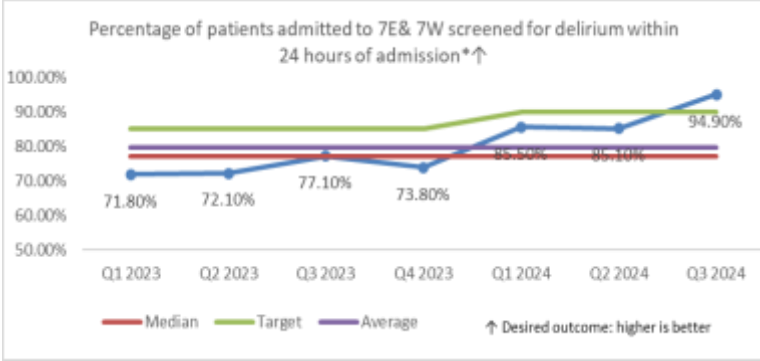



Baycrest Hospital 2024-25 Quality Improvement Plan Progress Report


Hospital

Measure/Indicator	Source/Reporting Period	2023-24 Baseline Performance	2024-25 Target	2024-25 Performance	Change idea status																																																																
<p>Pressure injury (PI) incidence rate, stage 2 or greater</p> <table border="1"><caption>Pressure Injury Incidence Rate (Hospital CCC) Data</caption><thead><tr><th>Quarter</th><th>Median</th><th>Target</th><th>Average</th></tr></thead><tbody><tr><td>Q1 2021</td><td>0.27</td><td>0.14</td><td>0.27</td></tr><tr><td>Q2 2021</td><td>0.27</td><td>0.14</td><td>0.27</td></tr><tr><td>Q3 2021</td><td>0.29</td><td>0.14</td><td>0.29</td></tr><tr><td>Q4 2021</td><td>0.00</td><td>0.14</td><td>0.00</td></tr><tr><td>Q1 2022</td><td>0.13</td><td>0.14</td><td>0.13</td></tr><tr><td>Q2 2022</td><td>0.13</td><td>0.14</td><td>0.13</td></tr><tr><td>Q3 2022</td><td>0.61</td><td>0.14</td><td>0.61</td></tr><tr><td>Q4 2022</td><td>0.00</td><td>0.14</td><td>0.00</td></tr><tr><td>Q1 2023</td><td>0.00</td><td>0.14</td><td>0.00</td></tr><tr><td>Q2 2023</td><td>0.14</td><td>0.14</td><td>0.14</td></tr><tr><td>Q3 2023</td><td>0.19</td><td>0.14</td><td>0.19</td></tr><tr><td>Q4 2023</td><td>0.13</td><td>0.14</td><td>0.13</td></tr><tr><td>Q1 2024</td><td>0.12</td><td>0.14</td><td>0.12</td></tr><tr><td>Q2 2024</td><td>0.00</td><td>0.14</td><td>0.00</td></tr><tr><td>Q3 2024</td><td>0.14</td><td>0.14</td><td>0.14</td></tr></tbody></table>	Quarter	Median	Target	Average	Q1 2021	0.27	0.14	0.27	Q2 2021	0.27	0.14	0.27	Q3 2021	0.29	0.14	0.29	Q4 2021	0.00	0.14	0.00	Q1 2022	0.13	0.14	0.13	Q2 2022	0.13	0.14	0.13	Q3 2022	0.61	0.14	0.61	Q4 2022	0.00	0.14	0.00	Q1 2023	0.00	0.14	0.00	Q2 2023	0.14	0.14	0.14	Q3 2023	0.19	0.14	0.19	Q4 2023	0.13	0.14	0.13	Q1 2024	0.12	0.14	0.12	Q2 2024	0.00	0.14	0.00	Q3 2024	0.14	0.14	0.14	<p>Prevalence and incidence (P&I) studies – CCC units, Transitional Care Unit, Low Tolerance Rehabilitation Unit</p> <p>Q1 to Q3 (Apr 1, 2024 to Dec 31, 2024)</p>	0.11	0.18	0.09%	4 out of 5 change ideas implemented as planned
Quarter	Median	Target	Average																																																																		
Q1 2021	0.27	0.14	0.27																																																																		
Q2 2021	0.27	0.14	0.27																																																																		
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Q2 2024	0.00	0.14	0.00																																																																		
Q3 2024	0.14	0.14	0.14																																																																		
<p>Percentage of clients surveyed who respond positively (“always” or “most of the time”) to the question: <i>Are you kept well-informed about your progress in areas that are important to you?</i></p> <table border="1"><caption>Percent of Patients who Respond Positively Data</caption><thead><tr><th>Quarter</th><th>Median</th><th>Target</th><th>Average</th></tr></thead><tbody><tr><td>Q1 2021</td><td>75.0%</td><td>80%</td><td>75.0%</td></tr><tr><td>Q2 2021</td><td>75.0%</td><td>80%</td><td>75.0%</td></tr><tr><td>Q3 2021</td><td>69.6%</td><td>80%</td><td>69.6%</td></tr><tr><td>Q4 2021</td><td>82.8%</td><td>80%</td><td>82.8%</td></tr><tr><td>Q1 2022</td><td>77.8%</td><td>80%</td><td>77.8%</td></tr><tr><td>Q2 2022</td><td>77.8%</td><td>80%</td><td>77.8%</td></tr><tr><td>Q3 2022</td><td>74.4%</td><td>80%</td><td>74.4%</td></tr><tr><td>Q4 2022</td><td>74.4%</td><td>80%</td><td>74.4%</td></tr><tr><td>Q1 2023</td><td>75.0%</td><td>80%</td><td>75.0%</td></tr><tr><td>Q2 2023</td><td>75.0%</td><td>80%</td><td>75.0%</td></tr><tr><td>Q3 2023</td><td>71.8%</td><td>80%</td><td>71.8%</td></tr><tr><td>Q4 2023</td><td>78.7%</td><td>80%</td><td>78.7%</td></tr><tr><td>Q1 2024</td><td>76.5%</td><td>80%</td><td>76.5%</td></tr><tr><td>Q2 2024</td><td>76.0%</td><td>80%</td><td>76.0%</td></tr><tr><td>Q3 2024</td><td>76.7%</td><td>80%</td><td>76.7%</td></tr></tbody></table>	Quarter	Median	Target	Average	Q1 2021	75.0%	80%	75.0%	Q2 2021	75.0%	80%	75.0%	Q3 2021	69.6%	80%	69.6%	Q4 2021	82.8%	80%	82.8%	Q1 2022	77.8%	80%	77.8%	Q2 2022	77.8%	80%	77.8%	Q3 2022	74.4%	80%	74.4%	Q4 2022	74.4%	80%	74.4%	Q1 2023	75.0%	80%	75.0%	Q2 2023	75.0%	80%	75.0%	Q3 2023	71.8%	80%	71.8%	Q4 2023	78.7%	80%	78.7%	Q1 2024	76.5%	80%	76.5%	Q2 2024	76.0%	80%	76.0%	Q3 2024	76.7%	80%	76.7%	<p>In-house survey</p> <p>Q1 to Q3 (Apr 1, 2024 to Dec 31, 2024)</p>	76%	80%	76%	2 out of 4 change ideas implemented as planned
Quarter	Median	Target	Average																																																																		
Q1 2021	75.0%	80%	75.0%																																																																		
Q2 2021	75.0%	80%	75.0%																																																																		
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Measure/Indicator	Source/Reporting Period	2023-24 Baseline Performance	2024-25 Target	2024-25 Performance	Change idea status																																
<p>Percentage of patients screened for delirium within 24 hours of admission</p> <div><p>Percentage of patients admitted to 7E & 7W screened for delirium within 24 hours of admission*↑</p><table><thead><tr><th>Quarter</th><th>Median</th><th>Target</th><th>Average</th></tr></thead><tbody><tr><td>Q1 2023</td><td>71.80%</td><td>85.50%</td><td>71.80%</td></tr><tr><td>Q2 2023</td><td>72.10%</td><td>85.50%</td><td>72.10%</td></tr><tr><td>Q3 2023</td><td>77.10%</td><td>85.50%</td><td>77.10%</td></tr><tr><td>Q4 2023</td><td>73.80%</td><td>85.50%</td><td>73.80%</td></tr><tr><td>Q1 2024</td><td>85.50%</td><td>85.50%</td><td>85.50%</td></tr><tr><td>Q2 2024</td><td>85.50%</td><td>85.50%</td><td>85.50%</td></tr><tr><td>Q3 2024</td><td>94.90%</td><td>85.50%</td><td>85.50%</td></tr></tbody></table><p>↑ Desired outcome: higher is better</p></div>	Quarter	Median	Target	Average	Q1 2023	71.80%	85.50%	71.80%	Q2 2023	72.10%	85.50%	72.10%	Q3 2023	77.10%	85.50%	77.10%	Q4 2023	73.80%	85.50%	73.80%	Q1 2024	85.50%	85.50%	85.50%	Q2 2024	85.50%	85.50%	85.50%	Q3 2024	94.90%	85.50%	85.50%	<p>Local data collection from EMR/Chart Review (Rehabilitation patients on Hospital 7 West and Hospital 7 East)</p> <p>Q1 to Q3 (Apr 1, 2024 to Dec 31, 2024)</p>	80%	90%	89%	1 out of 3 change ideas implemented
Quarter	Median	Target	Average																																		
Q1 2023	71.80%	85.50%	71.80%																																		
Q2 2023	72.10%	85.50%	72.10%																																		
Q3 2023	77.10%	85.50%	77.10%																																		
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Q1 2024	85.50%	85.50%	85.50%																																		
Q2 2024	85.50%	85.50%	85.50%																																		
Q3 2024	94.90%	85.50%	85.50%																																		

Corporate

Measure/Indicator	Source/Reporting Period	2023-24 Baseline Performance	2024-25 Target	2024-25 Performance	Change idea status																																				
<div>Number of workplace violence incidents</div> <div><div><div>Number of Reported Workplace Violence Incidents (Hospital & Apotex)* ↑</div><table><thead><tr><th>Quarter</th><th>Median</th><th>Target</th><th>Average</th></tr></thead><tbody><tr><td>Q4 2022</td><td>121</td><td>81</td><td>121</td></tr><tr><td>Q1 2023</td><td>81</td><td>81</td><td>81</td></tr><tr><td>Q2 2023</td><td>101</td><td>81</td><td>101</td></tr><tr><td>Q3 2023</td><td>104</td><td>81</td><td>104</td></tr><tr><td>Q4 2023</td><td>79</td><td>81</td><td>79</td></tr><tr><td>Q1 2024</td><td>66</td><td>81</td><td>66</td></tr><tr><td>Q2 2024</td><td>73</td><td>81</td><td>73</td></tr><tr><td>Q3 2024</td><td>79</td><td>81</td><td>79</td></tr></tbody></table><div>MedianTargetAverage</div><div>↑ Desired outcome: higher is better</div></div></div>	Quarter	Median	Target	Average	Q4 2022	121	81	121	Q1 2023	81	81	81	Q2 2023	101	81	101	Q3 2023	104	81	104	Q4 2023	79	81	79	Q1 2024	66	81	66	Q2 2024	73	81	73	Q3 2024	79	81	79	Local data collection of incidents reported January 1 – December 31, 2024	407	450	Corporate: 297 Hospital: 140 Apotex: 157	0 out of 4 change ideas implemented as planned
Quarter	Median	Target	Average																																						
Q4 2022	121	81	121																																						
Q1 2023	81	81	81																																						
Q2 2023	101	81	101																																						
Q3 2023	104	81	104																																						
Q4 2023	79	81	79																																						
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<div>Percentage of client-facing staff and physicians who participate in equity, diversity and inclusion training</div> <div><div><div>Percentage of Client-facing Staff and Physicians who Participate in Equity, Diversity and Inclusion Training *</div><table><caption>Percentage of Client-facing Staff and Physicians who Participate in Equity, Diversity and Inclusion Training *</caption><tr><th>Quarter</th><th>Participation (%)</th><th>Target (%)</th></tr><tr><td>Q1 2024</td><td>0.00%</td><td>50.0%</td></tr><tr><td>Q2 2024</td><td>0.00%</td><td>50.0%</td></tr><tr><td>Q3 2024</td><td>46.40%</td><td>50.0%</td></tr><tr><td>Q4 2024</td><td>-</td><td>50.0%</td></tr></table></div></div>	Quarter	Participation (%)	Target (%)	Q1 2024	0.00%	50.0%	Q2 2024	0.00%	50.0%	Q3 2024	46.40%	50.0%	Q4 2024	-	50.0%	Local data collection By Q3	Collecting Baseline	50	46.4	1 out of 4 change ideas implemented as planned
Quarter	Participation (%)	Target (%)																		
Q1 2024	0.00%	50.0%																		
Q2 2024	0.00%	50.0%																		
Q3 2024	46.40%	50.0%																		
Q4 2024	-	50.0%																		