Quality Improvement Plan 2019-20
Baycrest Hospital

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

We are always striving for better. Over the next year, our hospital and ambulatory care programs will:

1. **PROTECT OUR PATIENTS FROM HARM**
   - Our goal is to keep our patients safe, which means preventing pressure injuries while in our care.

2. **KEEP OUR WORKPLACE SAFE**
   - Keep everyone who works, volunteers, learns and receives care here safe and free from workplace violence. It is our goal to build a culture of safety and promote reporting of incidents of workplace violence.

3. **PROVIDE AN EXCEPTIONAL PATIENT EXPERIENCE**
   - We want to create more opportunities to involve our patients and families in decisions about care and treatment.

4. **REDUCE ALTERNATIVE LEVEL OF CARE**
   - Reduce the number of patients waiting for an alternative level of care. Our goal is to address this sector-wide challenge and ensure patients receive care in the right place.
When patients leave our hospital, it is important that primary care providers receive information about the care they received at Baycrest, in a timely way. Our goal is to send discharge summaries to community care providers within 48 hours of a patient's discharge.

Patients with a progressive, life-limiting illness have their palliative care needs identified early through a comprehensive assessment.

Through outpatient clinics and mobile, virtual, and home-visiting clinicians, our goal is to provide specialized ambulatory care to more clients who need these services.

Ensure all high risk ambulatory care clients have a coordinated care plan and ongoing care coordination.