

Quality Improvement Plan 2026-27

Baycrest Hospital

We are working to improve care, safety and experience for all patients and clients. Our goal is to ensure every patient feels safe, respected and well cared for and that clients and families feel informed, supported and confident in the care provided.



Patient and Client Experience

Keeping patients and clients informed is an important part of high-quality, patient-centred care. Staff will provide clear and timely updates about care, progress and discharge planning. We will continue to listen to feedback from patients, clients and families to improve how we share information and support decision-making.



Preventing Falls and Injuries

As patients recover and regain mobility, there is a risk of falling. While not all falls can be prevented, we take steps to reduce this risk. Staff will use proven tools to assess each patient's risk of falling and apply the right prevention strategies. For patients at higher risk, care teams will work together to create personalized safety plans.



Preventing Pressure Injuries

We are working to reduce pressure injuries and improve patient safety. Staff will support prevention through regular repositioning, encouraging movement and using tools such as the Braden Scale. Clear documentation and communication will help identify risks early and protect patients.



Population Health

We are focused on improving access to team-based primary care for older adults in the community. Staff will support enrollment through coordinated care, outreach and on-site services. We will use data to help connect clients to the care they need and support aging in place.



Advancing Equity, Diversity and Inclusion

We are committed to providing inclusive, respectful and culturally safe care. Staff will take part in ongoing learning on topics such as bias, cultural awareness and psychological safety. This helps ensure all patients and clients feel valued, understood and supported.



Preventing Workplace Violence

A safe environment is important for everyone. We will strengthen prevention efforts and improve support for staff after incidents. This will help create a safer, more respectful environment for patients, clients, families and staff.