






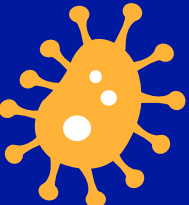


KEEPING YOU SAFE

Quality Improvement Plan Initiatives

2017 – 2018

At Southlake our top priority is to provide safe, high quality care that enhances our patients' wellbeing. Our 2017-2018 Quality Improvement Plan identifies measurable steps we will take to put best practices into action and create a safer environment to deliver care.

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|------------------------|---|
| RESPECT ME |  <p>IMPROVE HAND HYGIENE COMPLIANCE before patient contact. Hand Hygiene is our top priority. It is our goal that we protect you by practicing excellent hand hygiene. <i>We are setting a goal of 100% for hand hygiene before patient contact.</i></p> |
| HEAR ME | <p>ENSURE APPROPRIATE SUPPORTS in the home for palliative patients. <i>Our goal is to ensure access to the best possible palliative care for all terminally ill patients when and where they need it.</i></p>  |
| INVOLVE AND ENGAGE ME |  <p>IMPROVE MEDICATION RECONCILIATION for patients at admission and discharge. It is important we know exactly what medications you are taking. We will create a Best Possible Medication History (BPMH) when you arrive to the hospital and complete a discharge reconciliation before you leave. <i>90% of patients will have this completed with 24 hours of admission.</i></p> |
| INVOLVE AND ENGAGE ME | <p>ENSURE APPROPRIATE INFORMATION IS GIVEN ON DISCHARGE. When you are discharged from the hospital, we want to make sure that you have all the information you need to ensure a safe transition. <i>Patients will tell us on our patient satisfaction survey they knew who to call when they became worried about their condition after discharge.</i></p>  |
| HONOUR MY TIME |  <p>REDUCE ER WAIT TIMES for patients and improve patient satisfaction in ER. It is important to us that you are seen in the Emergency Department in a timely manner and that your time to an in-patient bed upon admission is as short as possible. <i>This would mean that you are in a bed in 8 hours once you are admitted.</i></p>  |
| STRIVE TO KEEP ME SAFE | <p>PRESSURE INJURY. We are committed to assessing patient risk and providing skin care to make sure we are protecting our patients from hospital acquired pressure injuries or bed sore. <i>At least 2 less patients will develop a pressure injury while in hospital.</i></p>  |
| STRIVE TO KEEP ME SAFE |  <p>DECREASE HOSPITAL ACQUIRED Clostridium Difficile Associated Infection (CDI). CDI is not always preventable but we are committed to reducing our rate by monitoring our environmental cleaning and sanitizing our isolation rooms and washing our hands. <i>This would mean at least 8 less patients acquire CDI at Southlake this year.</i></p> |