<table>
<thead>
<tr>
<th>Measure</th>
<th>Indicator</th>
<th>Priority level</th>
<th>Unit / Population</th>
<th>Target</th>
<th>Goal for change ideas</th>
<th>Source / Period</th>
<th>Methods</th>
<th>Comments</th>
<th>Target</th>
<th>Goal for change ideas</th>
<th>Source / Period</th>
<th>Methods</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce wait times in the ED</td>
<td>% of patients seen in ED</td>
<td>Integrated</td>
<td>% / All patients</td>
<td>12.0%</td>
<td>4%</td>
<td>March 2015</td>
<td>1. Enhanced fast track model in the ED; 2. Enhanced fast track model in the ED</td>
<td>Please describe the initiatives for reducing wait times in the ED and the expected outcomes.</td>
<td>Reduce wait times in the ED</td>
<td>% of patients seen in ED</td>
<td>Integrated</td>
<td>% / All patients</td>
<td>12.0%</td>
</tr>
<tr>
<td>Improve patient satisfaction in acute care</td>
<td>% of patients satisfied</td>
<td>Integrated</td>
<td>% / All acute patients</td>
<td>93.3%</td>
<td>90.2%</td>
<td>Oct 2015 - Sep 2016</td>
<td>1. Improved processes for patient satisfaction; 2. Enhanced patient engagement campaigns; 3. Education and training for staff on patient satisfaction</td>
<td>Please describe the initiatives for improving patient satisfaction and the expected outcomes.</td>
<td>Improve patient satisfaction in acute care</td>
<td>% of patients satisfied</td>
<td>Integrated</td>
<td>% / All acute patients</td>
<td>93.3%</td>
</tr>
</tbody>
</table>
## Safety

### Increase proportion of patients achieving medication reconciliation upon admission

- **Hypothesis:** A medication reconciliation upon admission is associated with a decrease in patient harms.
- **Context:** Our current medication reconciliation rate is 90%.
- **Target:** 100% medication reconciliation upon admission.
- **Measure:** Percentage of admission medication reconciliation completed.
- **Plan:**
  - Develop a process for medication reconciliation upon admission for inpatient units.
  - Implement a process for medication reconciliation upon admission for ambulatory units.
  - Conduct a baseline assessment of current medication reconciliation processes.
  - Implement best practices identified from other hospitals.

### Increase proportion of patients receiving medication reconciliation upon discharge

- **Hypothesis:** A medication reconciliation upon discharge is associated with a decrease in patient harms.
- **Context:** Our current medication reconciliation rate is 85%.
- **Target:** 100% medication reconciliation upon discharge.
- **Measure:** Percentage of discharge medication reconciliation completed.
- **Plan:**
  - Develop a process for medication reconciliation upon discharge for inpatient units.
  - Implement a process for medication reconciliation upon discharge for ambulatory units.
  - Conduct a baseline assessment of current medication reconciliation processes.
  - Implement best practices identified from other hospitals.

### Increase proportion of patients receiving medication reconciliation upon transfer

- **Hypothesis:** A medication reconciliation upon transfer is associated with a decrease in patient harms.
- **Context:** Our current medication reconciliation rate is 80%.
- **Target:** 100% medication reconciliation upon transfer.
- **Measure:** Percentage of transfer medication reconciliation completed.
- **Plan:**
  - Develop a process for medication reconciliation upon transfer for inpatient units.
  - Implement a process for medication reconciliation upon transfer for ambulatory units.
  - Conduct a baseline assessment of current medication reconciliation processes.
  - Implement best practices identified from other hospitals.

### Increase proportion of patients receiving medication reconciliation upon readmission

- **Hypothesis:** A medication reconciliation upon readmission is associated with a decrease in patient harms.
- **Context:** Our current medication reconciliation rate is 75%.
- **Target:** 100% medication reconciliation upon readmission.
- **Measure:** Percentage of readmission medication reconciliation completed.
- **Plan:**
  - Develop a process for medication reconciliation upon readmission for inpatient units.
  - Implement a process for medication reconciliation upon readmission for ambulatory units.
  - Conduct a baseline assessment of current medication reconciliation processes.
  - Implement best practices identified from other hospitals.

### Reduce hospital acquired infections

- **Hypothesis:** A reduction in hospital acquired infections is associated with a decrease in patient harms.
- **Context:** Our current hospital acquired infection rate is 5%.  
- **Target:** 3% hospital acquired infection rate.
- **Measure:** Percentage of hospital acquired infections.
- **Plan:**
  - Implement best practices identified from other hospitals.
  - Conduct a baseline assessment of current infection prevention processes.
  - Implement best practices identified from other hospitals.

### Reduce medication errors

- **Hypothesis:** A reduction in medication errors is associated with a decrease in patient harms.
- **Context:** Our current medication error rate is 4%.  
- **Target:** 2% medication error rate.
- **Measure:** Percentage of medication errors.
- **Plan:**
  - Implement best practices identified from other hospitals.
  - Conduct a baseline assessment of current medication error processes.
  - Implement best practices identified from other hospitals.