

LWHA Quality Improvement Plan: 2021/2022

Area of Focus	Aim (goal):	Change ideas (plan to achieve goal):
Mental Health	Decrease the % of Mental Health Revisits within 30 days by 25% (From 15% to 11% - 27 less revisits) by March 31, 2022 as measured by med2020	<ol style="list-style-type: none"> 1. Revise care pathway to focus on discharge support for patients 2. Staff education on revised care pathway 3. Audit care pathway use 4. Non-rostered patient follow up from outpatient social work for system navigation 5. Patient education – nursing discharge summary print out 6. Staff education for mental health
Conservable Bed Days	Decrease the percentage of discharges with conservable days to align with the HSAA agreement targets to LMH 21.2% and WDH 28.9% and sustain as measured by med2020.	<ol style="list-style-type: none"> 1. Create physician specific dashboard on conservable discharges 2. Develop a standard work process for ELOS (Estimated Length of Stay) in real time (monitoring) 3. Health Records to provide examples of conservable discharges for learning opportunities to medical staff each month 4. CNL's to audit each discharge with conservable days for trending 5. Capture comorbidities while patient in hospital to assist physicians with discharge summary (monitoring)
Patient Falls	Reduce harmful patient falls (level 4, 5 & 6 in RL6) across inpatient units by 25% by March 2022.	<ol style="list-style-type: none"> 1. Engage with University and College to generate innovative falls prevention strategies 2. Implement falls prevention best practice strategy 3. Develop a purchase plan for additional chair and bed alarms including a PM plan
Workplace Civility	Openness, training and support to mitigate interpersonal conflict and psychological injury).	<ol style="list-style-type: none"> 1. Civility and respect training (in-person training for all staff, target 85%) 2. Code of conduct training for all staff (e-learning, target 85%)

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<p>Omni-Assist Implementation</p>	<p>Improve organizational safety for patient and staff through Omni-assistant platform for Preventative Maintenance (PM), Policy/Procedures and Learning Module</p>	<ol style="list-style-type: none"> 1. Implementation of all facets of Omni-assistant platform to staff 2. Monthly Tracking and Auditing 3. Standard Operating Procedures for all facets of platform 4. Sustainability of Platform 5. Moving of Policy/Procedure from COPPS platform 6. Updating of Policies and Procedures 7. Development of Learning Module