

ANNUAL HDGH

QUALITY IMPROVEMENT PLAN 2019-2020

Hôtel-Dieu Grace Healthcare (HDGH) is committed to improving the health and well-being of the Windsor-Essex community through the delivery of patient-centered, valued-based care. Our 2019-2020 Quality Improvement Plan(QIP) continues to be driven by our three strategic drivers: Our Patients; Our People; and Our Identity. Our goals and improvement plans for our 2019-2020 QIP were co-developed by staff, and our Patient Family Advisory Council.



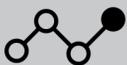
HDGH believes strongly that excellence in patient/client care starts with employees working in a safe environment when providing care to patients and clients. The safety of our people is foundational and our Workplace Violence Prevention Program is a foundational element of our efforts. This includes providing education to our patients, clients, families and community about ways we can work together to keep everyone safe and encouraging individuals to report all incidents.



Safety upon discharge is paramount in continuing a patient/client's journey. At HDGH, improving hospital discharge experiences is a vital step in helping our patients and clients lead healthier lives. HDGH partners with patients, families and caregivers to ensure all changes to medications are resolved prior to discharge and increase patients' understanding of their medications.



Partner with home care and our community partners to ensure the facilitation of appropriate and timely discharges to an Alternate Level of Care (ALC).



Improving hospital discharge experience by making sure patients have the information they need when they leave our sites so they can stay healthy and well.



Reduce re-admission rates for our mental health patients with full case reviews on all re-admissions. We will ensure gaps in the system are identified as they relate to access/intake and discharge to prevent the need to return to acute care.



Improve timely access to information to our primary care providers so on patient follow-up, primary care providers have the information they need for continuity of care.



Improve early identification of palliative care patients and ensure that those with a progressive, life-limiting illness have their palliative care needs identified early through a comprehensive and holistic assessment.

For more information about Quality Improvement Plan for HDGH, go to
WWW.HDGH.ORG/QIP