2024-25 Quality Improvement Plan

IWK Health

Updated: March 11, 2025

Priority	Measure	Description	2023-24 Performance	Q1	Q2	Q3	Q4	YTD	Year End Forecast	2024-25 Target
Patient Safety										
Provide Safe, High Quality Care	Serious Safety Event Rate (SSER)	Rolling 12 month Serious Safety Events expressed per 10,000 adjusted patient days	**0.68**	**0.67**	**0.39**	**0.26**		**0.34**	🟢	**0.67**
Access										
Provide Timely Access to Care	Surgical Long Waiters	The percentage of patients waiting more than the recommended time based on the patients assigned priority level	**70%** 2,063 patients	**67%** 1,976 patients	**68%** 1,906 patients	**65%** 1730 patients		**65%** 1730 patients	🔴	**15%** or less
	Length of stay (LOS) in the ED for admitted patients	Length of stay (triage time to ED departure) in the ED for admitted patients -90th percentile, measured in minutes-	**646 min** 90th percentile	**726 min** 90th percentile	**674 min** 90th percentile	**617 min** 90th percentile		**700 min** 90th percentile	🟡	**546 min** 90th percentile
Infection Prevention & Control										
Reduce Healthcare Acquired Infections	Infection Prevention and Control Measures — Hand Hygiene Compliance (Moments #1 and #4)	% Hand hygiene audit samples compliant for Moment #1 (before patient/patient environment contact) and Moment #4 (after patient/patient environment contact)	Moment #1: **86%** Moment #4: **88%**	Moment #1: **93%** Moment #4: **93%**	Moment #1: **80%** Moment #4: **77%**	Moment #1: **82%** Moment #4: **77%**		Moment #1: **85%** Moment #4: **82%**	🟢	Moment #1: **85%** Moment #4: **85%**
	CLABSI	Central Line-Associated Bloodstream Infections per 1,000 central line-days	**2.62**	**1.65**	**1.45**	**0.87**		**1.32**	🟢	**1.07**
Safe & Healthy Workplace										
Keeping Our People Safe	Lost Time Incident Rate	Number of recordable incidents per 100 employees that resulted in lost or restricted days or job transfer, due to work related injury or illness	**0.05**	**0.81**	**0.17**	**0.80**		**0.6**	🟢	**1.00**
Patient Experience										
Improve Health Centre Wayfinding	Wayfinding Quick Survey Results	% of favourable responses to question "Did you have any trouble finding your way through the health center today?"	**84%** (41/49)	**71%** (5/7)	**78%** (7/9)	**100%** (9/9)		**84%** (21/25)	🟢	**85%**
Patient / Quality Outcomes										
Advance Improved Quality Improvement Outcomes	QPS Committees with (and achieving) quality improvement priorties and targets	% of QPS Committees meeting requirements to have quality improvement efforts with clearly defined timelines, accountability & follow up, and % of QPS Committees meeting or exceeding QI efforts	With targets: Achieving:	*annual self-assessment survery completed in February 2025*				With targets: **81%** Achieving: **61%**	N/A	With targets: **100%** Achieving: **60%**

Source: *Performance Analytics, Occ. Health & Safety, Patient Safety & Risk, IPAC*

🟢 Tracking to meet target   🟡 Potential issues; target at risk   🔴 Target not anticipated to be met