



2026-27 Quality Improvement Plan

Updated: Aug 27, 2026

Priority	Measure	Description	2025-26 Performance	2026-27 Performance					YTD	Year End Forecast	2026-27 Target
				Q1	Q2	Q3	Q4				
🏥 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	1.17	0.93				0.93		0.67	
	Safe Medication Administration	% of medication barcodes scanned per medications administered, and % of patient wristbands scanned per medications administered	Medications: N/A Wristbands: N/A	Medications: 42% Wristbands: 47%				Medications: 42% Wristbands: 47%		Medications: 95% Wristbands: 95%	
🏠 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	66% 1918 patients	63% 1723 patients				63% 1723 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-	615 min 90th percentile	609 min 90th percentile				609 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: 89% Moment #4: 89%	Moment #1: 92% Moment #4: 91%			Moment #1: 92% Moment #4: 91%		Moment #1: 85% Moment #4: 85%	
		CLABSI	Central Line-Associated Bloodstream Infections per 1,000 central line-days	1.52	2.62			2.62		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	0.41	1.04				1.04		1.00	

Source: Performance Analytics, Occ. Health & Safety, Quality, Patient Safety & Patient Experience, IPAC



Tracking to meet target



Potential issues; target at risk



Target not anticipated to be met