

Access and Flow

Measure - Dimension: Timely

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
90th percentile ambulance offload time	O	Minutes / Patients	CIHI NACRS / ERNI hospitals: December 1st 2022 to November 30th 2023. Non-ERNI hospitals: April 1st 2023 to September 30th 2023 (Q1 and Q2)	77.00	30.00	in line with provincial targets	

Change Ideas

Change Idea #1 Staffed to full complement of ED, Internal Medicine and Hospitalist physicians

Methods	Process measures	Target for process measure	Comments
Recruitment, explore innovative staffing models	# of unfilled shifts	100% of all ED, Internal Medicine and Hospitalist shifts will be covered	

Change Idea #2 Implement EMS triage nurse

Methods	Process measures	Target for process measure	Comments
Assignment of 0900 to 2100 triage nurse to triage all EMS patients; creation and implementation of standard work for nursing, clerical and EMS related to EMS offload patients; initiation of medical directives for ambulance offload patients	EMS offload time	Progressing towards target of 30 minutes	

Measure - Dimension: Timely

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
90th percentile emergency department length of stay for admitted patients	C	Hours / ED patients	Hospital collected data / 2023-24	54.70	44.00	In line with provincial target	

Change Ideas**Change Idea #1 Daily Discharge Rounds**

Methods	Process measures	Target for process measure	Comments
Daily rounds with patient flow, home & community care, geriatric nurse, ED social worker to avoid admissions & support discharges.	# times per week rounds occur	consistently occurring 5 times per week	

Change Idea #2 Decrease ALC Days

Methods	Process measures	Target for process measure	Comments
Focused effort on removing discharge barriers for patients identified as ALC	ALC rounds - focused on longest length of stay, identification of barriers	removal of discharge barriers; rounds occurring weekly	

Equity

Measure - Dimension: Equitable

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	O	% / Staff	Local data collection / Most recent consecutive 12-month period	0.00	350.00	Selected programs and roles will pilot this education roll out	

Change Ideas

Change Idea #1 Rainbow Health Foundations planning

Methods	Process measures	Target for process measure	Comments
Consultation with professional practice, leadership	# completed trainings per month	0 for first 2 months (planning, loaded into LMS system, promotion), then 35 per month x 10 months from June 2024 to March 2025	