

# Our Quality Improvement Plan for 2019-20

High quality care is best shaped by understanding the experiences and wisdom of patients, residents, families, caregivers and our community. This year we are putting quality into action by focusing on key areas to make that care and experience even better with a particular attention to timely and efficient transitions, service excellence and safe and effective care.

These areas are grounded in broader goals that reflect a health system that is timely, efficient, effective, safe, patient-centred, equitable, integrated and supportive of provider wellness.

**Our goals and improvement plans for our 2019-20 QIP were co-developed by staff and patient and family advisors and include:**



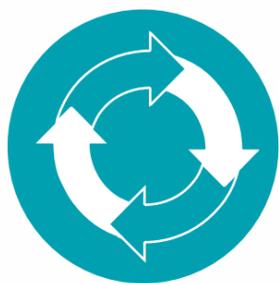
**1. Preventing workplace violence** through prevention programs and increased support for our people. This includes providing education to our patients and visitors about ways we can work together to keep everyone safe and encouraging our teams to report all incidents so that we can investigate causes and provide follow up

**2. Reducing the number of patients and residents who fall and get hurt** by partnering with patients, residents and their families around falls prevention, identifying those at risk and putting preventative measures in place



**3. Decreasing the time patients wait in the Emergency Department (ED)** by increasing our capacity to move patients faster from the ED to inpatient units

**4. 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



**5. Improving our residents' experience** by ensuring our residents know the process for initiating and resolving a concern or complaint so everything is addressed appropriately

**6. Improving pressure injury prevention** through enhanced identification of residents at risk and implementation of appropriate preventative strategies and practices



These six goals are part of our new overall quality strategy which will be launched and aligned with our strategic plan.

**Stay tuned for more exciting news about quality at Unity Health Toronto!**

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