

2023 - 2024 Quality Improvement Plan (QIP)

Our QIP is a commitment to improving the care experience at North York General Hospital. Two years ago, we decided to build our QIP with a 3-year timeframe because of the uncertainty caused by the COVID-19 pandemic and the need for more time to work on core quality priorities. This year is the third year of our 3-year plan.

We will approach each area of focus by listening to the needs and experiences of our stakeholders. We will aim to find the right path of improvement with respect and compassion for our community.

NYGH would like to thank members of the North York Toronto Health Partners for their input on the Areas of Focus, particularly Equitable Care for the North York population.

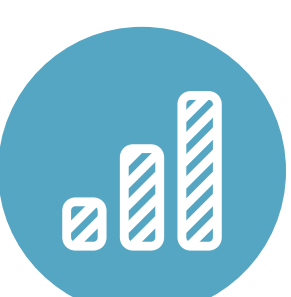
General Areas of Focus and Impact

				
1. Equitable Care	2. Integrated Systems	3. Sustainable Operations	4. Safe	5. Timely and Effective Care
Community impact	Community impact	Community impact	Hospital impact	Hospital impact
Hospital impact	Hospital impact	Hospital impact		



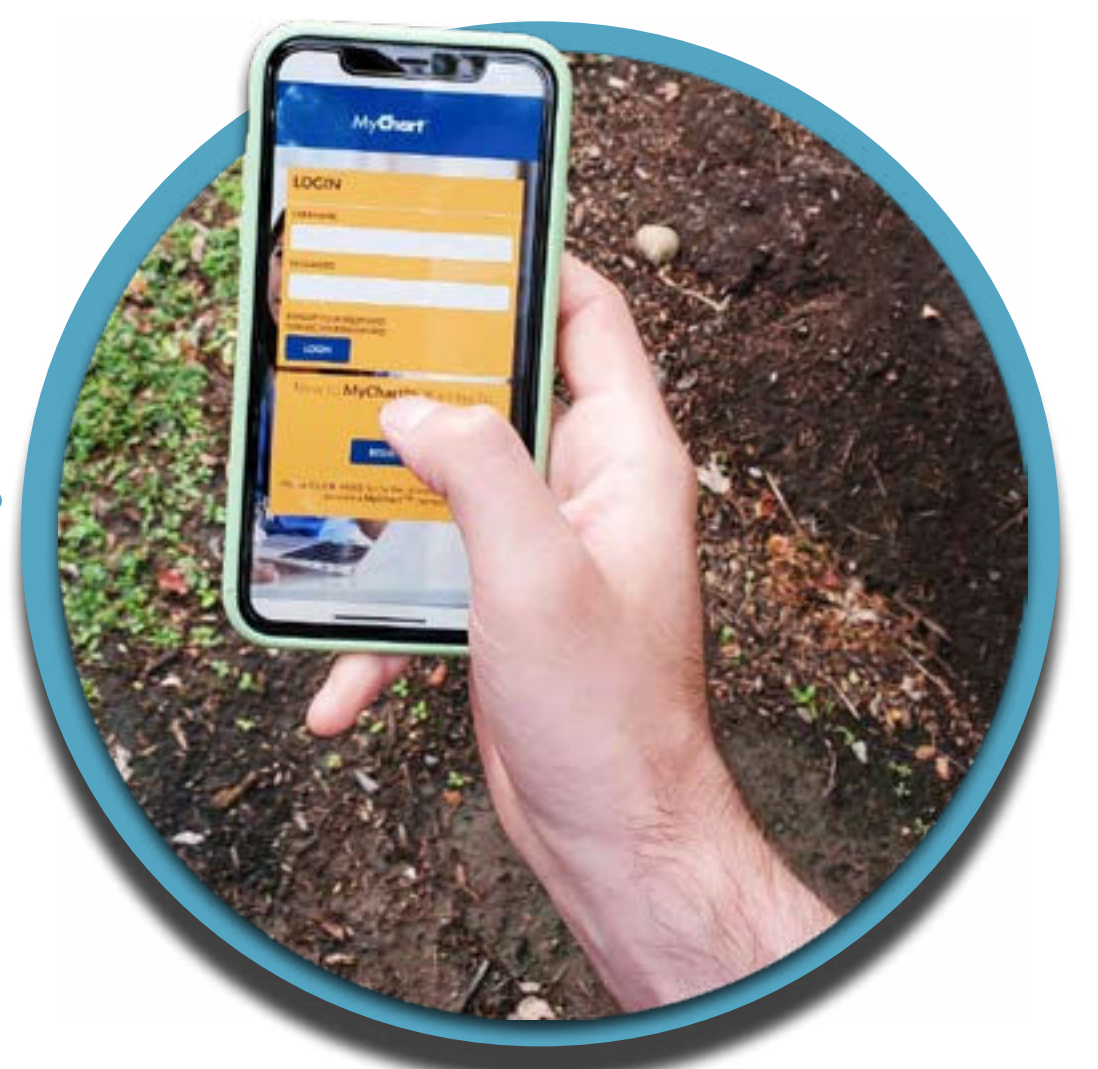
1. Foster and promote a culture of equity, diversity and inclusion

Create a safe, inclusive environment where everyone feels welcomed, respected and valued.



2. Drive the future of integrated health care

Support programs and applications to enable better access to information and services at NYGH through MyChart.



3. Reduce carbon emissions produced by the hospital

Reduce our carbon emissions per square foot by retrofitting existing building features to improve sustainability and reducing plastic waste.



4a. Safer transfers of care, where patients experience a change in care team or location

Implement policies and processes to reduce patient safety events resulting from a transfer.



4b. Prevent workplace violence and promote a safe environment for all

Limit the number of incidents that required clinical follow-up or resulted in lost time.



5. Admit patients into beds faster than we did last year

Reach our target of 24 hours from the ED to a hospital bed.



Senior's Health Centre Areas of Focus



1. Fewer avoidable ED visits for residents

Reduce the number of unscheduled emergency department (ED) visits or transfers made by SHC residents for potentially preventable conditions to meet the target of 15 per 100 residents.



2. Making residents feel heard

All residents have a positive response to the question: "What number would you use to rate how well the staff listen to you?"



3. An open, safe environment for our residents

All residents have a positive response to the statement: I can express my opinion without fear of consequences"



4. Less falls for all residents

Ensure an optimal quality of life for all residents by reducing the number of falls.



5. Appropriate prescribing of antipsychotics

% of residents without psychosis who were given antipsychotic medication in the seven days preceding their resident assessment

