

**2023-24**  
**Riverside's Quality Priorities**  
**Workplan Indicators**



Indicator		Current Performance	Target 2023-24	Planned Improvements
<b>THEME I: TIMELY AND EFFICIENT TRANSITIONS</b>				
A high-quality health system provides people with the care they need, when and where they need it.				
<b>Timely</b>	Appropriate referral to Mental Health follow up for those meeting criteria through the Emergency Department		<b>67%</b> (Q3)	<b>69%</b> 1. Continue to refine the referral process 2. Engage with the ED team on Quality Improvement initiatives to reduce barriers to referral
<b>THEME II: SERVICE EXCELLENCE</b>				
Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.				
<b>Patient-Centered</b>	Experience Survey Redesign		<b>n/a</b>	<b>Milestone 2</b> <b>Milestone 1 Goals:</b> 1. Develop a project charter and identify a project team 2. Complete an environmental scan/evaluation on current processes 3. Identify gaps within current processes 4. Review all current surveys & methodology <b>Milestone 2 Goals:</b> 1. Modify surveys to mitigate any gaps 2. Establish response rate targets for each survey area (based on population services and significance) 3. Standardize questions and method, where appropriate
<b>THEME III: SAFE AND EFFECTIVE CARE</b>				
A high-quality health system works together to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.				
<b>Effective</b>	Employee retention (excluding retirements)		<b>91%</b> (Q3)	<b>95%</b> 1. Enhance worklife for employees through strategies where (Enabling vacation, review of compensation, aligning vacation across organization) 2. Implementation of wellness committee
<b>Effective</b>	Position Vacancy (#vacant positions / #total FT & PT positions)		<b>77%</b> (Q3)	<b>81</b> 1. Local Recruitment initiatives 2. Temporary Foreign Worker initiatives
<b>Effective</b>	Quality of work life - overtime utilization (% = Total OT hours / total worked hrs)		<b>6.7%</b> (Q3)	<b>6.0%</b> 1. Local Recruitment initiatives 2. Temporary Foreign Worker initiatives
<b>Effective</b>	Quality of work life - vacation utilization (% = vacation hours used/total vacation hours accrued within year)		<b>99.5%</b> (Q3)	<b>82.0%</b> 1. Reduce denied vacation requests 2. Engage with workers with banked vacation to plan utilizing their vacation

<b>Effective</b>	Workforce stability - agency staffing utilization (% = agency costs (wages, fees and housing)/ total expenditures)		<b>17.5% (Q3)</b>	<b>20.0%</b>	1. Recruit & retain permanent staff
<b>Safe</b>	Percentage of long-term care home residents who had a pressure ulcer that worsened to a stage 2, 3 or 4 (Rainycrest)		<b>4.5% (Q3)</b>	<b>1.9%</b>	1. CQI monitors and has a workplan to address pressure ulcers
<b>Safe</b>	Revised Medication management internal audit process (Acute & LTC)		<b>20%</b>	<b>40%</b>	1. Complete audit at a second site 2. Continue to develop process based on learnings from first audit
<b>Safe</b>	<b>Long Term Care</b> - Number of workplace violence incidents reported by LTC workers (physical violence or threat of physical violence) within a 12 month period. (LTC - EHC, RRHC, RC)		<b>36</b>	<b>50</b>	1. Follow Workplace Violence Prevention Plan as per OH&S
<b>Safe</b>	<b>Acute Care</b> - Number of workplace violence incidents reported by hospital workers (physical violence or threat of physical violence) within a 12 month period. (Acute - LVGH, EHC, RRHC)		<b>14</b>	<b>20</b>	1. Follow Workplace Violence Prevention Plan as per OH&S