







PRIORITY		QUALITY AND SAFETY GOALS				
 <p>PROVIDE TIMELY AND EFFICIENT CARE</p>	Goal: Provide timely access to care and services for Complex Patients by reducing their ED Wait Times to 8.0 Hours			Goal: Ensure our patients have access to the right level of care by reducing our ALC (Alternative Level of Care) Rate to 12.7%		
	 <p>TREAT PATIENTS IN AN EFFECTIVE MANNER</p>	Goal: Lower readmissions within 30 days for CHF patients to 21.0%	Goal: Lower readmissions within 30 days for COPD patients to 20.1%	Goal: Lower readmissions within 30 days for Stroke patients to 8.0%	Goal: Lower readmissions within 30 days for Mental Illness or Addiction patients to 9.4%	Goal: Lower our Hospital Standardized Mortality Ratio to 95
 <p>PROVIDE AN OUTSTANDING PATIENT-CENTRED EXPERIENCE</p>	Goal: Increase the percentage Palliative Patients going home with support to 84.3%		Goal: Increase positive responses on 'Would you recommend this hospital to your friends and family (Inpatient care)?' survey question to *CB		Goal: Increase positive responses on 'Would you recommend this ED to your friends and family?' survey question to *CB	
	 <p>KEEP PATIENTS SAFE AND PROTECT THEM FROM HARM</p>	Goal: Increase our Medication Reconciliation % at Admission to 50.0%	Goal: Increase our Medication Reconciliation % at Discharge to *CB	Goal: Achieve compliance with usage of the Surgical Safety Checklist at 100%	Goal: Lower Falls with Injury (per 1,000 Patient Days) to 0.05	Goal: Lower Hospital Acquired Infections (per 1,000 Patient Days) to 3.82

*CB - Collecting Baseline: Since this is a new indicator, we are collecting data as a baseline before setting any increase/decrease targets.