

St. Michael's 2017-18 Quality & Safety Priorities

There are no limits to quality and safety in health care: we believe that we can always do better.

Dozens of projects are underway across St. Michael's to make sure your care is – and stays – as safe and effective as possible. Our overall goal is to make sure you and your family have the best possible experience at St. Michael's.

PATIENT PRIORITY

PROTECT ME FROM HARM



- Protect patients from hospital-acquired infection through **consistent hand-washing**.
Goal: Increase staff hand washing to 66%



- Prevent hospital-acquired anemia by reducing **unnecessary, daily blood tests** for inpatients.
Goal: Reduce daily bloodwork for inpatients in General Internal Medicine by 10%



USE MY TIME WISELY



- Shorter waits in the **Emergency Department**.
Goal: Shorten Emergency Department wait times for less complex patients by 12.5%



- Prevent **staff injuries** from lifting and repositioning patients.
Goal: Reduce these injuries by 10%



USE MY KNOWLEDGE, BUILD MY KNOWLEDGE



- Empower inpatients with the right information for a **smoother transition home**.
Goal: 65% of patients feel that they had enough information when they left the hospital



- Strengthen and grow the **Patient, Family and Community Advisory Program**.
Goal: Patient care that truly reflects what's important to patients and families



St. Michael's

Inspired Care.
Inspiring Science.

Learn more and follow our progress at www.stmichaelshospital.com/quality.