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%**

**USE MY TIME WISELY**

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

**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

**QUALITY AND SAFETY GOALS**

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

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

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

Learn more and follow our progress at [www.stmichaelshospital.com/quality](http://www.stmichaelshospital.com/quality).