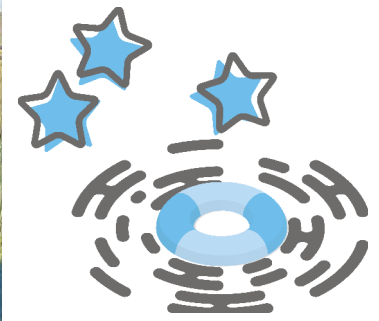




# Strategic Goals 2020-2023

Year Three Outcomes: 2022-2023



**Strategic Issue Two: Quality & Safety**

**Strategic Goal Two:** By March 31, 2023, Western Health will have improved quality and safety across the organization in priority areas.

**Objective Year Three:** By March 31, 2023, Western Health will have implemented strategies in priority areas to strengthen the culture of quality and safety.

## Priority Area 1: Patient Harm

**Regional Policy & Early Warning Signs Pathway** implemented at all 6 acute care sites

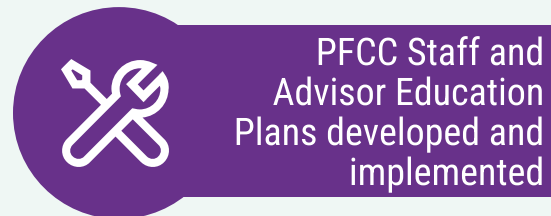
### HSMR Improved

Hospital Standardized Mortality Ratio (HSMR) decreased from 112 in 2019-20 to 86 in 2021-22



**68 Additional Staff** trained in TEAMSteps

## Priority Area 2: Person- and Family-Centred Care (PFCC)



**PFCC E-Learning** completed by 56% of staff



**17** New PFCC Advisors recruited

## Priority Area 3: Safety Culture



### Just Culture Policy

Draft policy reviewed by key stakeholders and feedback incorporated

### JUST CULTURE EDUCATION

- 1 Education module identified
- 2 Education training in planning for 2023-24



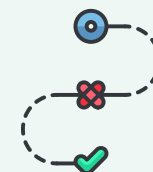
All remaining **Quality and Safety Improvement Teams** assembled

## Priority Area 4: Access and Wait Times

### WAIT TIME INVENTORY



communication plan developed and implemented



**Wait Time Improvement Work Plans** developed for endoscopy, hip and knee replacement, and outpatient physiotherapy