OVERVIEW OF QIP PLAN

Glossary of Terms

Current Value

Performance Goal

Current Status

Performance Trend

The Current Value is the current fiscal year-to-date value calculated for the indicator. Most indicators are measured quarterly and the reporting period is communicated on the top right corner of the summary sheet (Page 1). For those indicators that are measured monthly, the reporting month will appear on the indicator detail page.

Performance Goal—The target for each indicator as outlined in the CKHA Strategic Plan/QIP.

Red indicates that the performance indicator has not met the performance goal for the current reporting period, and has not improved over the prior reporting period.

Yellow indicates that the current performance has not met the performance goal but has improved over the prior period.

Green indicates that the performance indicator has met or exceeded or is not statistically different than the performance goal for the current reporting period.

Performance has improved over the previous reporting period.

Performance has decreased over the previous reporting period.

Performance has not changed over the previous reporting period.

CKHA Quality Improvement Plan (QIP) Scorecard

“BUILDING A STRONG ORGANIZATION
ENSURING QUALITY, ACCESSIBLE CARE.”
OVERVIEW OF NEW & EXISTING PROGRAMS

Complex Continuing Care (CCC)
- We provide continuing, medically complex and specialized services to individuals who have long-term illnesses or disabilities that typically require skilled, technology-based care not available at home or in long-term care facilities.
- Our core programs include:
  - End of Life Services
  - Chronic Ventilation
  - Recreational Therapy Program

Diagnostic Imaging
- Newer procedures and diagnostic imaging tests reveal valuable information about the body and help in the planning process for treatment.
- Our core equipment for diagnostic examinations include:
  - CT
  - MRI
  - X-Ray
  - Ultrasound
  - BMD
  - Nuclear Medicine
  - Fluoroscopy
  - Mammography

Emergency Department
- The Emergency Department (ED) at Chatham-Kent Health Alliance provides quality emergency care to patients with acute illnesses or injuries 24 hours a day, 7 days a week out of 2 sites: Chatham Campus and Sydenham Campus in Wallaceburg.

Medicine
- The Inpatient Medicine Program cares for patients with multiple diagnoses, the most common being respiratory, diabetic, infections and cardiac illnesses.
- Our core program is the Activation Program, which prevents or minimizes seniors' deconditioning during their hospital stay.
  - If the patient comes from home, the goal is to return home.

ICU/PCU
- The Intensive Care Unit (ICU) at CKHA takes critically ill patients requiring mechanical ventilation, advanced monitoring, specialized physician and nursing care.
- The Progressive Care Unit (PCU) takes patients that require close cardiac monitoring and nursing observation.

Mental Health & Addictions
- The Mental Health and Addictions Program (MHAP) delivers best practice clinical mental health and addictions services built on a strong education and research based model.
- Our core programs include:
  - Inpatient Psychiatric Services, designed to treat acute symptoms in order to stabilize a patient's mental illness and initiate a treatment plan.
  - Psychiatric Assessment Nurse, has a specialized mental health nurse to provide an assessment in the emergency departments and inpatient unit 24/7.

Oncology
- CKHA's Cancer Clinic is a Level 4 satellite outpatient referral centre. We are aligned with the Erie St. Clair Regional Cancer Program (ESC RCP) and the London Regional Cancer Program (LRCP) serving residents of Chatham-Kent.
- Our nurses are in communication with the patient's medical oncologist at either regional cancer centre in order to ensure patient specific cancer treatments are administered in a timely and professional manner within their home community of Chatham-Kent.

Rehabilitation
- The Rehabilitation Unit is committed to providing quality, compassionate, patient and family centred care to all individuals who require our help.
- Our core programs include:
  - Integrated Stroke Unit - 4 bed Acute Stroke Unit aligned with Rehabilitation
  - Stroke Rehabilitation
  - Hip Fracture Care Path
  - General Debility Rehabilitation

Surgery & Ambulatory Care
- The Surgical Program is committed to providing safe, quality, compassionate patient and family centred care.
- The interdisciplinary team provides education before and after surgery and believes that patients are vital partners in care.
- Our program has the following specialties:
  - General surgery
  - Orthopedics
  - Ears/Nose/Throat
  - Urology
  - Ophthalmology
  - Gynecology
  - Dental

Women's & Children's Program
- The Women and Children's Program is committed to providing safe, quality, patient and family centred care to families and their children.
- Our core programs include:
  - Obstetrical triage-intake and registration
  - Labour and delivery
  - Nursery and pediatric services, including surgical day care
CRITICAL SEVERE INCIDENT REPORTING

Severe Incident
Patient Safety and Quality Improvement Plan

Review #:  
Type of Review: Program Quality Review

Title/Event:  
Incident Date:  
Review Date:  
Program/Department:  

Event Summary:  
Key Findings:

<table>
<thead>
<tr>
<th>Contributing Factors</th>
<th>Quality Improvement Action:</th>
<th>QI Action Effectiveness*</th>
<th>Time Frame (DOS/MON/YR)</th>
<th>Responsible Person</th>
<th>Completed (DOS/MON/YR)</th>
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* Raising actions indicates that the patient was harmed. Risk flow analysis identifies a probable relationship between actions and patient harm. Identifies the potential to reduce risk in similar or future cases. Evaluation of action effectiveness. Identifies potential for action.

Complete the following questions:

- Date of Incidence?
- How is the patient doing now?
- Was this a repeat event?
- Will this recommended Quality Improvement Action prevent this from happening again?
- Learning/Improvement shared to Staff/Unit - confirm

Contributing Factors

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<tr>
<th>Cause</th>
<th>Effect</th>
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<tbody>
<tr>
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“BUILDING A STRONG ORGANIZATION ENSURING QUALITY, ACCESSIBLE CARE.”