





Quality Improvement Plan Performance 2025/2026

INDICATOR		BASELINE	TARGET	Q1 PERFORMANCE	Q2 PERFORMANCE	Q3 PERFORMANCE	Q4 PERFORMANCE	YEAR END 2025/2026
 ACCESS & FLOW	Ambulance Offload Time	33 min	30 min	26 min	23 min	23 min		
	ED wait to Physician Initial Assessment	4.5 hrs	4 hrs	4.9 hrs	5.7 hrs	5.7 hrs		
	8 AM daily ED census for admitted patients waiting for an inpatient bed	New measure	16 patients	14 patients	9.8 patients	10 patients		
	% of ED patients who left without being seen	7.90%	5%	6.7%	7.4%	4.6%		
 EQUITY	Indigenous Cultural Safety Training	80%	100%	80%	90%	100%		
 EXPERIENCE	Rate of ED patients ranking their experience as 9 or 10/10	61%	70%	61%	59%	59%		
	Rate of inpatients ranking their experience as 9 or 10/10	66%	80%	77%	77%	76%		
 SAFETY	Rate of workplace violence incidents resulting in lost-time	10%	0%	0%	1%	1%		
	Rate of Hospital Acquired Pressure Injuries	9.1%	3%	0.6%	0.5%	0.56		
	Incident rate of Patient Falls per 1000 patient days	7	5	6.1%	4.9%	6.2%		

PERFORMANCE STATUS:

Achieved/Sustained

Progressing/On Track

Focus Area/Requires Action