

2026/27 QUALITY GOALS & OBJECTIVES



EMBRACING EQUITY, DIVERSITY, AND INCLUSION IN EVERYTHING WE DO

Caring for our Patients

Progress towards a long-term target of achieving a 25% reduction in Conservable Bed Days

Did Acute Care patients feel they received adequate information about their health and their care at discharge? (Goal 95%) *(QIP)*

Valuing our People & Teams

Full-time and part-time staff will be rounded on quarterly by the management team. (Goal 95%)

Improvement in the Global Workforce Survey question, "My manager considers my suggestions for improving patient safety?" (Increase positively by 5%)

Innovating for a Sustainable Future

Align financial performance with planned operational budget

Number of revenue-generating initiatives implemented to strengthen financial sustainability.

Anticipating & Responding

Number of engagements and initiatives to enhance Senior Friendly Care.

ED P4R SCORECARD

| | Units | Q1 Result | Q2 Result | Q3 Result | Q4 Result | TOTAL |
|---|----------|-----------|-----------|-----------|-----------|-------|
| QIP Initiative: 90 th percentile emergency department wait time to physician initial assessment. | Hours | | | | | |
| QIP Initiative: Daily average number of patients waiting in the emergency department for an inpatient bed at 8 a.m. | Patients | | | | | |
| QIP Initiative: % of patients visiting the ED and left without being seen by a physician. | % | | | | | |
| 90 th percentile ambulance offload time. | Minutes | | | | | |
| 90 th percentile ED length of stay for non-admitted patients with low acuity. | Hours | | | | | |
| 90 th percentile ED length of stay for non-admitted patients with high acuity. | Hours | | | | | |
| 90 th percentile emergency department length of stay for admitted patient | Hours | | | | | |
| 90 th percentile ED wait time to inpatient bed. | Hours | | | | | |