

PRHC 2026-2027 QUALITY IMPROVEMENT PLAN HIGHLIGHTS

FASTER EMERGENCY DEPARTMENT CARE

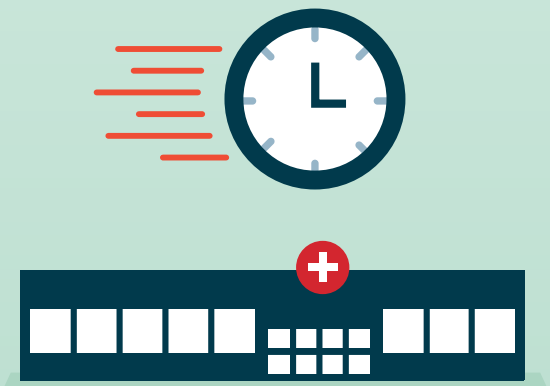
TARGET: Reduce wait times and improve flow in the Emergency Department

INDICATORS: ED Length of Stay and Time to Doctor Assessment

WHAT WE ARE DOING:

- More doctors available during busy times
- Faster assessments and test results using new technology to support care
- Streamlined care for minor illness

OUTCOME: Patients are seen sooner and move through their visit more smoothly



SAFE DISCHARGE AT THE RIGHT TIME

TARGET: Reduce time patients spend waiting to be discharged

INDICATORS: Average Length of Stay and Discharge Before Noon

WHAT WE ARE DOING:

- Early plans for going home with patient and family
- Encourage daily movement and patient participation in their care
- Beds ready faster after patients go home

OUTCOME: Safer care, fewer delays, smoother return to home



BETTER PATIENT AND FAMILY EXPERIENCE

TARGET: Provide compassionate, culturally inclusive care

INDICATORS: Patient Satisfaction Scores and Indigenous Patient Satisfaction Scores

WHAT WE ARE DOING:

- Learning what matters most to each patient
- Clear communication at bedside
- Expanded Indigenous supports for patients and training for staff

OUTCOME: Care that respects patients' values, identity, culture, and needs

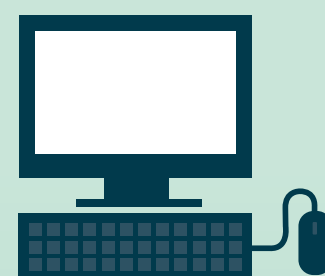


HOW IS SUCCESS MEASURED?

Indicators are tracked over time.

For example: The number of hours patients wait in the Emergency Department before being assessed by a doctor is tracked daily and compared to the target.

PRHC's detailed quality improvement plan can be found on our website by scanning the QR code or by searching for quality improvement plan.



PRHC
Peterborough Regional
Health Centre

www.prhc.on.ca

