

Quality Improvement Plan Pledge 18/19

We can't do it alone. To achieve our priorities we will work with patients, families and our system partners to deliver high quality care.

For more information review the 2018-19 QIP online at: osmh.on.ca/quality-safety/qip.aspx



Bedside Shift Reporting

We will provide increased opportunities for you and your family to be involved in your care by conducting the transfer of your care at shift change at your bedside.



Diversity Education

We will provide competency training to improve the knowledge, attitudes and skills of OSMH staff to meet the needs of our diverse patient population.



Wise Use of Antibiotics

We pledge to use antibiotics wisely. We will ensure this by making sure patients get the right antibiotics, when they need them (and only when they need them).



Medication Reconciliation

We will keep you safe by comparing your up-to-date and complete list of medications that you take at home versus medications ordered during your hospital stay.



Workplace Violence Prevention

We will make workplace violence prevention a priority by proactively addressing harassment and bullying in the workplace in alignment with our values.



Emergency Wait Times

We will ensure our Emergency Department patients get the care they need in a timely way.



Efficient Patient Transitions

We will improve our discharge process to ensure that patients who are ready for discharge can be discharged regardless of week day or weekend.