

Action Plan

2022-2023

2022-23 Goals We're Driving

	Measure	Current Progress	2022-23 Target
SAFETY FIRST	Reduced Harm For children, youth, caregivers, volunteers, learners, staff and medical staff	# of serious safety incidents per 10,000 adjusted patient days	0
	Violence in the Workplace	# of workplace violence incidents	174
	Preventing COVID Transmissions For children, youth, caregivers, volunteers, learners, staff and medical staff	# of COVID transmissions in the hospital impacting patients and staff	0
FASTER ACCESS	Timeliness of Care	% of patient referrals who will be seen in a timely manner	56%
	Capacity for Care	Difference between referrals accepted and patients completing their care	<= 0
	Time to Inpatient Bed Efficient patient flow throughout the hospital	Time (hours at 90th percentile) from Bed Request to leaving ED	6

2022-23 Goals We're Watching

	Measure	Current Progress	2022-23 Target
Inspiring Workplace Increased engagement of staff and medical staff	% positive score on CHEO Pulse Survey or COVID Pulse Survey		75%
Improvements Made Big & small changes helping CHEO move forward	# of improvements completed across CHEO		2700
Patient Experience High satisfaction from children, youth and families	% of respondents who would "definitely recommend" CHEO		86%
Kicking the Carbon Building a more Earth-sustainable health system	% Reduction in our basic carbon footprint from 2018/19		20%