



## CHEO Action Plan: 2022-2023

### 2022-23 Goals we're driving

#### Safety First

Goal	Measure	Target
Reduced Harm For children, youth, caregivers, volunteers, learners, staff and medical staff	Number of serious safety incidents per 10,000 adjusted patient days	0
Violence in the Workplace	Number 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

Goal	Measure	Target
Timeliness of Care	Percent 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

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

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