

# You told us. We listened.

## St. Michael's Quality and Safety Priorities for 2016-17

St. Michael's

Inspired Care.  
Inspiring Science.

We are committed to providing the best possible experience to you, your caregivers and your families. We want to improve the care and services we provide and ensure your stay at St. Michael's is as comfortable as possible. Our staff, doctors and leadership will focus on keeping you **safe and involved**, while ensuring you have a **seamless transition out of hospital**.



### KEEP ME SAFE

ONE OF OUR MOST IMPORTANT RESPONSIBILITIES IS TO ENSURE WE KEEP YOU SAFE.

If you are at risk of falling, we'll put supports in place to ensure you don't fall and hurt yourself in our care. We want your ideas on how we can better partner with you and your family to reduce your chances of falling.



St. Michael's has an excellent track record of managing and preventing hospital-acquired infections. But there is no limit to better. **Hand cleaning is a top priority**. Our goal continues to be to ensuring handwashing happens before and after contact with you, or the objects around you, every time.



Our health-care providers have been focusing on new ways to capture your medication history to ensure they can share it clearly with you and your health-care team. We are designing a **new electronic tool to help our doctors, nurses and pharmacists record your medications** and allow the team to update the list consistently.



### KEEP ME INVOLVED

PLEASE TELL US HOW WE CAN PROVIDE THE EXPERIENCE YOU EXPECT.

We recognize patients come to us with a variety of needs and diverse backgrounds. We will continue to find ways to understand what is important to you by partnering with you and your families to drive change and inform our improvement work. Our **Patient and Family Advisors** will ensure the voices of our patients and families are considered when we set our priorities.



### MAKE MY TRANSITION FROM HOSPITAL SEAMLESS

OUR JOB IS TO ENSURE THAT YOU KNOW WHEN YOU MAY BE READY TO GO HOME OR INTO THE COMMUNITY.

We are committed to **reducing the amount of time you wait in the Emergency Department** by moving you to an in-patient bed as soon as possible after you have been admitted. We also want to provide you with the **right information to prepare for your discharge**. That will help to reduce the **number of times you need to come back to the hospital**, particularly for patients with chronic lung disease and congestive heart failure. We will work with you and our partners in the health-care system to achieve this.

