

2024-2025 Quality Improvement Plan

Brightshores is on a journey to create a culture where quality and safety is everybody's primary goal. High quality care that is safe, compassionate and accessible is central to our vision of

"A leading regional network providing exceptional healthcare."

Excellence in Care

- **Patient Experience**
Gather data from Patient Experience surveys to determine patient perspective on whether they "received enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?"
- **Patient Safety**
Decrease the number of admitted patients who fall and sustain significant injury

Intentional Partnerships

- **Patient Access and Flow**
Improve the plan of care for patients with Chronic Obstructive Lung Disease so that they do not stay in hospital longer than necessary
- **Equity**
Provide Equity, Diversity and Inclusion training to all Brightshores staff

A Great Place to Work

- **Staff Engagement**
Achieve staff engagement scores at or better than the average of Ontario hospitals results

For more information, contact:

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Brightshores Health System Strategies:



A Great Place to Work



Innovative System Leaders



Intentional Partnerships



Excellence In Care