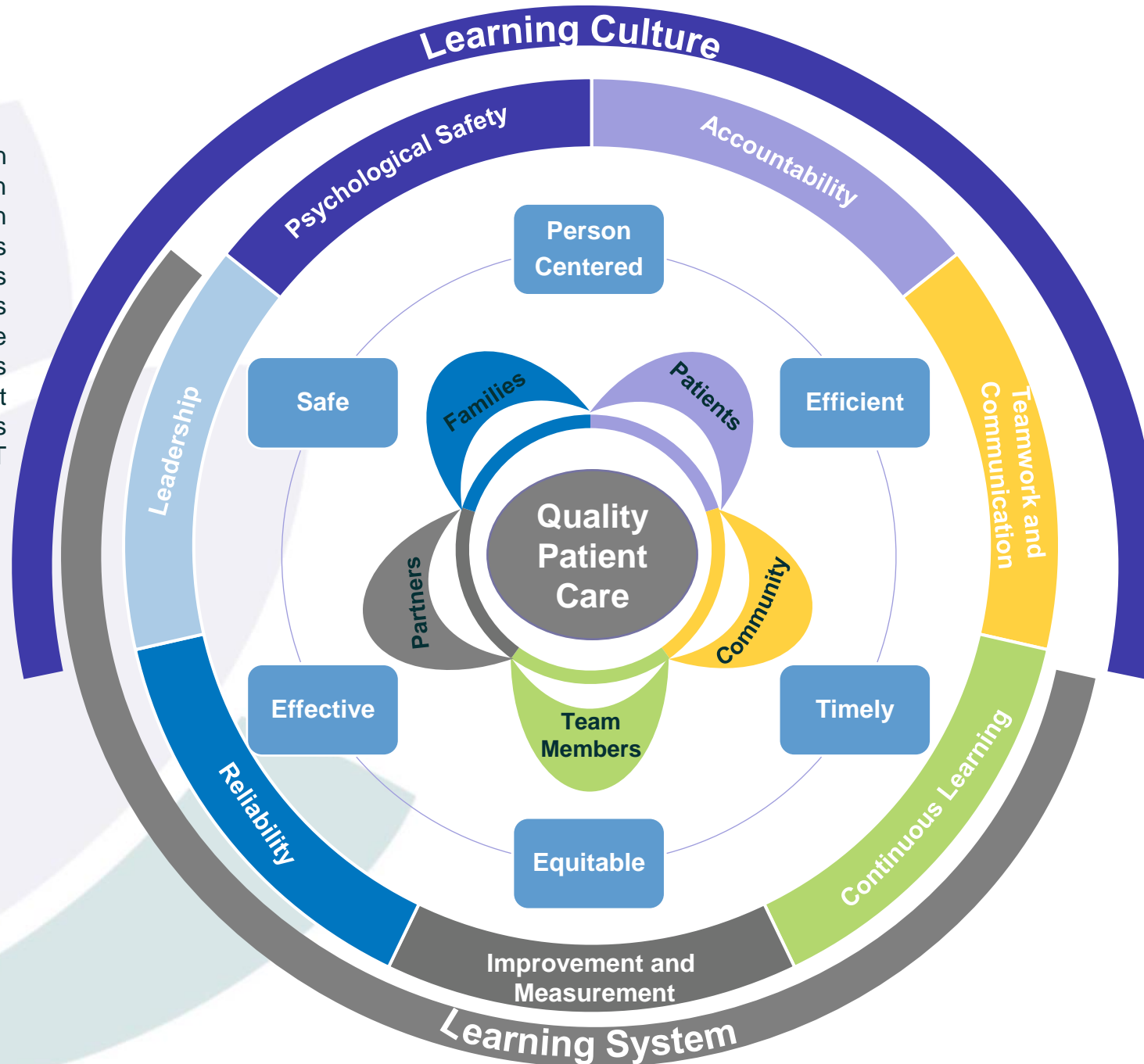


## Inputs

Accreditation  
Quality Improvement Plan  
Legislation & Regulation  
Patient Experience Surveys  
Patient Relations  
Patient Safety Trends  
Evidence-Based Practice  
Quality of Care Reviews  
Staff & Physician Engagement  
Peer Stakeholders  
KW4 OHT



## Outcomes



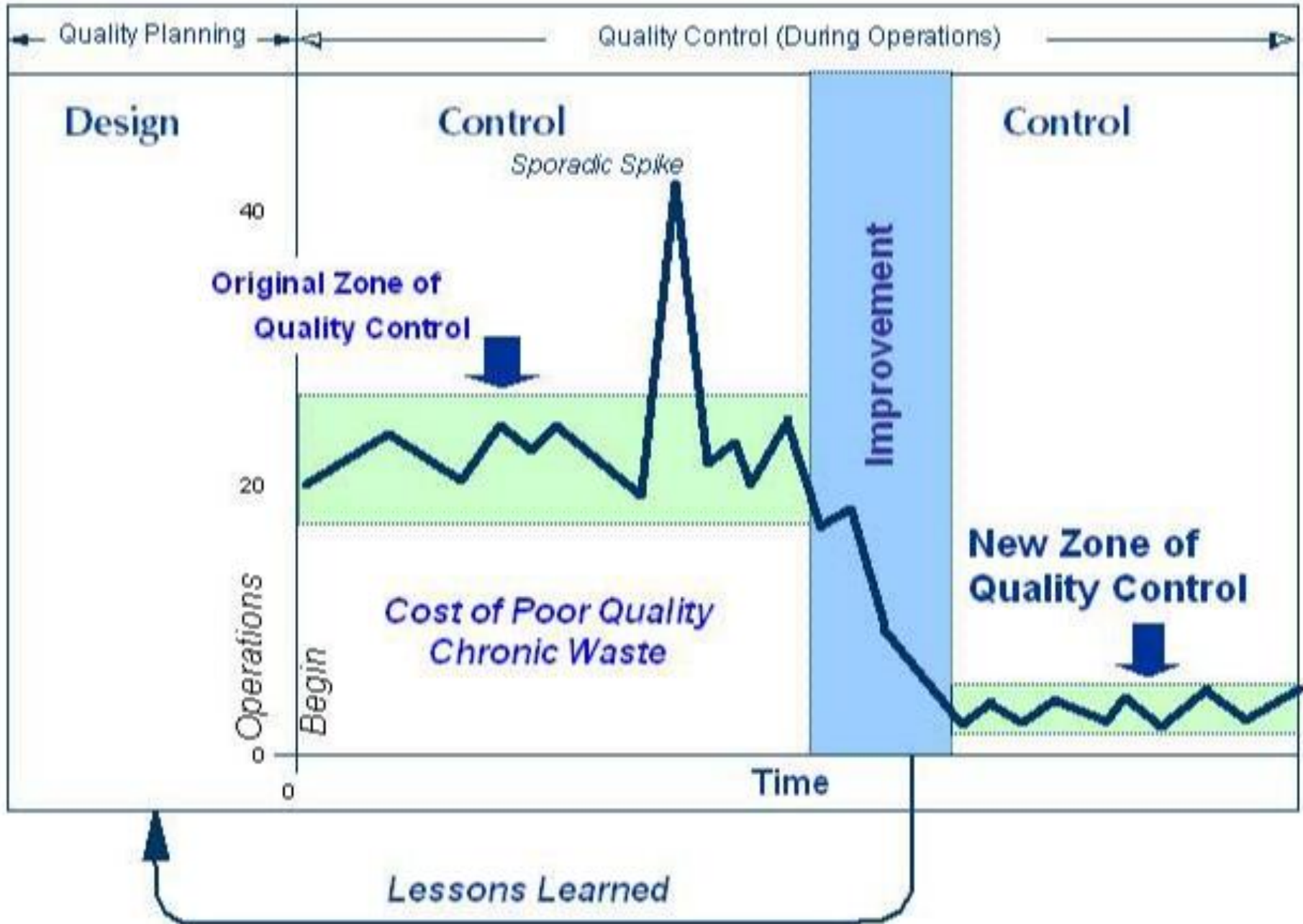
Deliver a world class experience for patients, families and team members



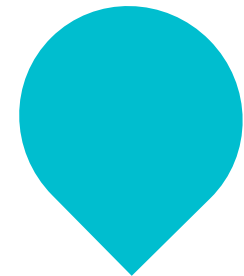
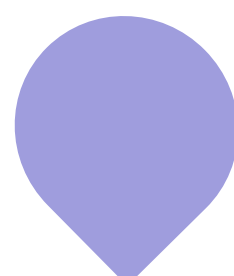
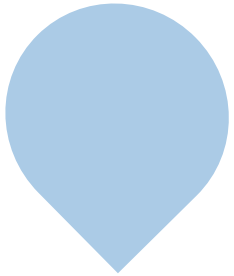
Partner to create a world class health system



Innovate and transform healthcare delivery



# Quality Management at Grand River Hospital



## Planning

- Strategic directions/plan
- Integrated plan (inclusive of QIP and Clinical Services Plan)

\* Multi-year planning

## Improvement

- Corporate quality & safety initiatives
- Performance improvement

\*Improvement Approach

## Control

- Key priorities dashboard
- KPI Scorecard
- Quality Improvement Plan

\*Performance System

## Assurance

- Accreditation tracers (standards and ROPs)
- Clinical audits

\*Everyday Readiness

