

# CHEO Action Plan 2023-24

## 2023-24 goals we're driving

### Safety First

- Reduced Harm for children, youth, caregivers, volunteers, learners, staff and medical staff
  - Measure: Number of serious safety incidents per 10,000 adjusted patient days
  - Target: 0
- Violence in the workplace
  - Measure: Percentage of workplace violence incidents that are classified as severe
  - Target: <6%

### Faster Access

- Timeliness of Care
  - Measure: Percentage of patient referrals who will be seen within the clinically-indicated time frame
  - Target: 50%
- Capacity for Care
  - Measure: Difference between referrals accepted and patients completing their care
  - Target: <0
- Time to Inpatient Bed
  - Measure: Time (hours at the 90<sup>th</sup> percentile) from Bed Request to leaving ED
  - Target: 6

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## 2023-24 goals we're watching

### Inspiring Workplace

Increased engagement of staff and medical staff

- Measure: Percent positive score on CHEO Pulse Survey
- Target: 75%

### Patient Experience

High satisfaction from children, youth and families

- Measure: Percentage of respondents who would “definitely recommend” CHEO
- Target: 86%

### Kick the Carbon

Building a more Earth-sustainable health system

- Measure: Percentage reduction in our basic carbon footprint from 2018-19
- Target: 25%