






CHEO's Action Plan: 2024-29

		2025-26 Target	5-Year Target	
Excellent care		Harm Index (monthly composite count of Safety Events)	≤9	0
		Percent of care completed within the clinically recommended window	≥60%	100%
		Time to Inpatient Bed (90 th percentile)	≤12 hours	≤6 hours
		Time to Provider Initial Assessment in ED (90 th percentile)	≤6.5 hours	TBC
Everyone belongs		Quality of patient/caregiver experience at CHEO (grouped by demographics)	+5% positive scores	100%
		Percent completion on the We Count questions	80% of staff/medical staff	Our workforce represents the populations we serve
Strong team		Turnover rate	≤5.0%	≤5.0% Top 10% of hospitals
		Percent positive score on CHEO engagement survey	≥80%	Top 10% of hospitals
Bright future		Percent of staff/medical staff participating in research, QI or innovation	≥25%	100%
Connected care		Number of patients seen in regional care programs led or supported by CHEO	Programs and targets TBC	Continued growth and expansion. Targets to be determined based on year-over-year growth