



Quality Improvement (QI) Plan 2023 - 2024

Our target is...

Patient-Centred Care



Patients who **state their healthcare provider involved them (always/often)** as much as they want to be in decision about their care and treatment.



Patients who **report choice in mode (in-person, phone, video)** at time of appointment booking.

Our target is...

Efficient Care



Patients who **found online appointment booking better (strongly agree/agree)** than having to call the clinic to book an appointment.

NEW work this year..

Safe Care

of **deprescribing recommendations** made by Clinical Pharmacy team for opioids, benzodiazepines or sleeping medications.

% of **Guelph newborn babies discharged** from Hospital with Family Physician.