



M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) A= Additional (do not select if you are not working on this indicator) C = Custom (add any other indicators you are working on)

P	Rate per total number of discharged patients / discharged	Hospital collected data / Oct - Dec 2022 (Q3 2022/23)	935*									Not selecting, however are selecting indicator below as precursor.
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	Safe	# of workplace violence / harassment incidents reported in the Emergency Department in 2023-24.	C	# of reported incidents	Employee incident reporting system (Occupational Health and Safety); April through March	935*	133* of violence/harassment in the Emergency Department in 2022-23, 26 categorized as severe. (*note this is a projected baseline, will not be finalized until after fiscal year end)	Ratio of reported behavioural incidents in the Emergency Department to severe behavioural incidents in the Emergency Department (first aid, lost time or other health care intervention needed) is reduced by 3%.	Incidents are currently under-reported so we will continue to encourage increased reporting but expect to see a decrease in the ratio of severe incidents based on the initiatives underway and planned.		Continue advancing the work of the Emergency Department Workplace Violence Prevention Committee and Emergency Department Task Force to advise and implement workplace violence prevention initiatives/programs/processes in TBRHSC's Emergency Department that are based on staff experience, evidence and best practice.	1. Implement an enhanced care model that includes supportive roles that best serve the Hospital's patient population to improve patient experience and optimize current staff. 2. Implement Emergency Department public communication and education campaign to inform the public on Emergency Department triage processes and wait times to align public expectation with Emergency Department processes. 3. Implement education, training and wellness strategies to support the needs of staff who experience violence in the workplace.	% completion of identified initiatives	100% Progress for process measure will be an increase in each quarter until target is reached.	
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