

# Health system performance in Ontario – 2018 highlights

Quality Element*	Bright Spots	Room for Improvement	No Change
<b>Effective</b>	<ul style="list-style-type: none"> <li>Premature mortality (potential years of life lost; longevity)</li> <li>New starts of opioid medication</li> <li>Overdue for colorectal cancer screening</li> </ul>	<ul style="list-style-type: none"> <li>Opioid-related emergency department visits and opioid-related deaths</li> <li>Cervical cancer screening</li> </ul>	<ul style="list-style-type: none"> <li>Follow-up after hospitalization for chronic obstructive pulmonary disease or heart failure</li> </ul>
<b>Timely</b>	<ul style="list-style-type: none"> <li>First contact in the emergency department for mental illness or addiction (children and youth)</li> <li>Wait time for surgery (cancer, general surgery)</li> </ul>	<ul style="list-style-type: none"> <li>Time to specialist appointment</li> <li>Emergency department length of stay for admitted patients</li> <li>Wait time for surgery (hip, knee)</li> <li>Wait time to admission to long-term care</li> <li>Timely access to a primary care provider</li> </ul>	<ul style="list-style-type: none"> <li>Emergency department length of stay for discharged patients</li> <li>After-hours access to a primary care provider</li> </ul>
<b>Patient-centred</b>	<ul style="list-style-type: none"> <li>Test results available at time of appointment</li> <li>Pain experienced by residents in long-term care</li> <li>Home visits from a doctor for palliative care; receiving palliative home care service</li> </ul>	<ul style="list-style-type: none"> <li>Caregiver distress</li> </ul>	<ul style="list-style-type: none"> <li>Provider up-to-date on specialist care or discharge from a hospital</li> <li>Patient recommendation of emergency department</li> <li>Home care clients who feel involved in planning their care</li> </ul>
<b>Safe</b>	<ul style="list-style-type: none"> <li>Hospital-acquired <i>C. difficile</i> infections</li> <li>Use of antipsychotic medications in long-term care</li> <li>Use of physical restraints in long-term care</li> </ul>	<ul style="list-style-type: none"> <li>Physical restraint of patients with a mental illness or addiction</li> </ul>	<ul style="list-style-type: none"> <li>Rate of obstetric trauma with instrument</li> </ul>
<b>Efficient</b>	<ul style="list-style-type: none"> <li>Continuity of primary care</li> </ul>	<ul style="list-style-type: none"> <li>Waiting in hospital for care elsewhere</li> <li>Location of death</li> </ul>	<ul style="list-style-type: none"> <li>Total health spending per person</li> </ul>
<b>Equitable</b>		<ul style="list-style-type: none"> <li>Premature mortality</li> <li>Smoking, obesity, physical inactivity, heavy drinking</li> <li>Hospital readmission within 30 days for mental illness or addiction</li> <li>Follow-up after hospitalization for mental illness or addiction</li> <li>Use of antipsychotic medications and physical restraints, and falls and depression among long-term care residents</li> <li>Satisfaction with time to primary care appointment</li> <li>Emergency department visits that could have been managed by a primary care provider</li> <li>Unplanned emergency department visits in the last 30 days of life</li> <li>Skipped dental care due to cost</li> </ul>	

\* Quality elements identified in Health Quality Ontario's Quality Matters, which was developed to guide the health system in Ontario to improve care for patients and their families and caregivers, and to support health care providers.

## LEGEND

- Our Health
- Mental Illness and Addictions
- Primary Care
- Transitions in Care
- Long-Term Care
- Palliative Care
- Hospital Care
- Home Care
- Health Spending