2024/25 Quality Improvement Plan Indicator Matrix (Accessible Version)

Priority issue	Hospital indicators	Interprofessional primary care indicators	Long-term care indicators
Access and flow	• 90th percentile ambulance offload time • 90th percentile emergency department length of stay • 90th percentile emergency department wait time to inpatient bed • Alternate level of care throughput ratio • Percentage of patients who visited the emergency department and left without being seen by a physician	• Patient/client perception of timely access to care • Number of new patients/clients/enrolments	• Rate of potentially avoidable emergency department visits for long-term care residents
Equity	• Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education • Average emergency department wait time to physician initial assessment for individuals with sickle cell disease (Canadian Triage and Acuity Scale level 1 or 2) • Rate of emergency department 30-day repeat visits for individuals with sickle cell disease • Percentage of emergency department visits for individuals with sickle cell disease triaged with high severity (Canadian Triage and Acuity Scale level 1 or 2)	• Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education • Completion of sociodemographic data collection	• Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education
Experience	• Did patients feel they received adequate information about their health and their care at discharge?	• Do patients/clients feel comfortable and welcome at their primary care office? • Do patients/clients feel involved in decisions about their care?	• Do residents feel they can speak up without fear of consequences? • Do residents feel they have a voice and are listened to by staff?
Safety	• Rate of delirium onset during hospitalization • Rate of medication reconciliation at discharge • Rate of workplace violence incidents resulting in lost time injury	None	• Percentage of long-term care residents not living with psychosis who were given antipsychotic medication • Percentage of long-term care residents who fell in the last 30 days

Access and flow: A high-quality health system provides people with the care they need, when and where they need it.

Equity: Advancing equity, inclusion and diversity and addressing racism to reduce disparities in outcomes for patients, families, and providers is the foundation of a high-quality health system.

Experience: Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.

Safety: A high-quality health system ensures people receive care in a way that is safe and effective.