<table>
<thead>
<tr>
<th>Priority issue</th>
<th>Hospital indicators</th>
<th>Interprofessional primary care indicators</th>
<th>Long-term care indicators</th>
</tr>
</thead>
</table>
| **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.