

2024/25 Quality Improvement Plan Indicator Matrix

Priority issues	<i>Optional indicators (by sector)</i>		
	Hospital	Interprofessional primary care	Long-term care
Access and flow <i>A high-quality health system provides people with the care they need, when and where they need it.</i>	<ul style="list-style-type: none"> • 90th percentile ambulance offload time • 90th percentile ED length of stay • 90th percentile ED wait time to inpatient bed • Alternate level of care throughput ratio • % of patients who visited the ED and left without being seen by a physician 	<ul style="list-style-type: none"> • Patient/client perception of timely access to care • Number of new patients/clients/enrolment 	<ul style="list-style-type: none"> • Rate of potentially avoidable ED visits for long-term care residents
Equity <i>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.</i>	<ul style="list-style-type: none"> • % of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education • Average ED wait time to PIA for individuals with sickle cell disease (CTAS 1 or 2) • Rate of ED 30-day repeat visits for individuals with sickle cell disease • % of ED visits for individuals with sickle cell disease triaged with high severity (CTAS 1 or 2) 	<ul style="list-style-type: none"> • % of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education • Completion of sociodemographic data collection 	<ul style="list-style-type: none"> • % of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education
Experience <i>Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.</i>	<ul style="list-style-type: none"> • Did patients feel they received adequate information about their health and their care at discharge? 	<ul style="list-style-type: none"> • Do patients/clients feel comfortable and welcome at their primary care office? • Do patients/clients feel involved in decisions about their care? 	<ul style="list-style-type: none"> • 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 <i>A high-quality health system ensures people receive care in a way that is safe and effective.</i>	<ul style="list-style-type: none"> • Rate of delirium onset during hospitalization • Rate of medication reconciliation at discharge • Rate of workplace violence incidents resulting in lost time injury 		<ul style="list-style-type: none"> • % of long-term care residents not living with psychosis who were given antipsychotic medication • % of long-term care residents who fell in the last 30 days

Note: Organizations may also consider adding custom indicators to address their own improvement opportunities and collaborative work with other health service providers.

Abbreviations: ED, emergency department; CTAS, Canadian Triage and Acuity Scale; PIA, physician initial assessment

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