

Quality Improvement Plans 2023/24

Organizations may add custom indicators, including their OHTs' cQIP indicators, to address their own improvement opportunities for each theme, based on interest or variation in performance

Priority Indicators by Sector and Theme

Hospitals	Interprofessional Primary Care	Long-Term Care
Timely and Efficient Care, Equitable	Timely and Efficient Care, Equitable	Timely and Efficient Care, Equitable
N/A	N/A	Percentage of potentially avoidable emergency department visits for long-term care residents.
Patient/Client/Resident/Provider Experience, Equitable	Patient/Client/Resident/Provider Experience, Equitable	Patient/Client/Resident/Provider Experience, Equitable
Did patients feel they received adequate information about their health and their care at discharge?	Do patients feel involved in decisions about their care?	Do residents feel they have a voice and are listened to by staff? Do residents feel they can speak up without fear of consequences?
Safe and Effective Care, Equitable	Safe and Effective Care, Equitable	Safe and Effective Care, Equitable
Proportion of patients discharged from hospital for whom medication reconciliation is provided. Number of workplace violence incidents overall.	Percentage of non-palliative care patients newly dispensed an opioid (excluding opioid agonist therapy) within a 6-month reporting period.	Percentage of long-term care home residents not living with psychosis who were given antipsychotic medications.

Themes

Timely and efficient care—A high-quality health system provides people with the care they need, when and where they need it.

Patient/client/resident/provider experience—Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.

Safe and effective care—A high-quality health system works to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.

Equitable—Advancing equity, inclusion, and diversity and addressing racism to achieve better outcomes for patients, families, and providers is the foundation of a quality health system.

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