

# Access and Flow in Long-Term Care: Key Insights From the 2024/25 QIP Submissions

In 2024/25, 612 long-term care (LTC) homes submitted Quality Improvement Plans (QIPs), including 578 individual homes and 34 from multisite or multisector organizations. This summary shares insights from the Access and Flow sections in these QIPs.

## Progress Report

**486** homes reported their progress on the indicator “Rate of potentially avoidable emergency department (ED) visits”

**80%** of change ideas (996 out of 1,239) were implemented

**99** homes performed better than their 2023/24 target

### Most common successes or enablers:

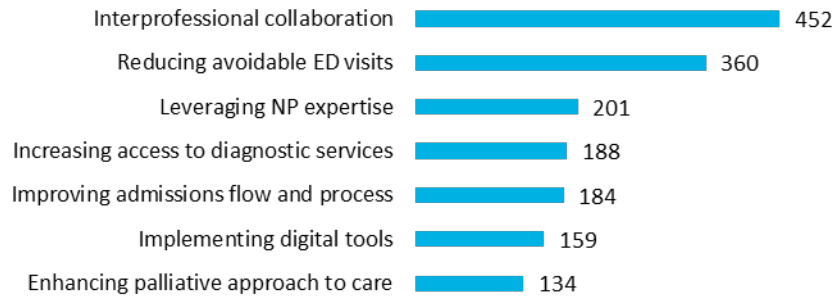
- Onboarded a nurse practitioner (NP)
- Enhanced staff knowledge and skills
- Integrated new equipment, tools, and technologies

### Most common challenges or barriers:

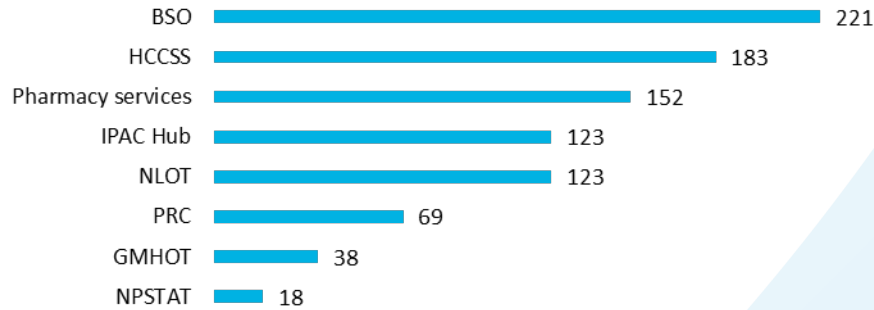
- Recruiting an NP or ensuring consistent coverage
- Access to in-home diagnostic equipment or services
- Managing family and resident requests

## Narrative

Number of homes that mention each quality improvement theme



Number of homes that mention collaboration with each organization



**188** homes mentioned in-home diagnostic tools

Most mentioned: X-ray (71)

**159** homes mentioned digital solutions

Most mentioned: Project AMPLIFI (136)

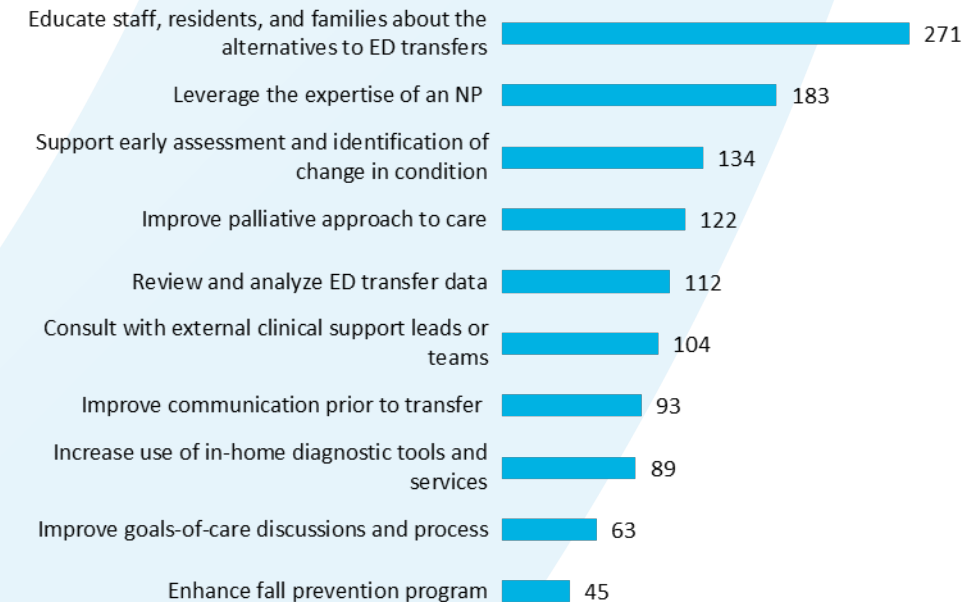
## Workplan

**61%** of LTC homes (374 out of 612) included the avoidable ED visits indicator

- Average current performance: **22.2 visits per 100 residents**
- Average target set: **17.86 visits per 100 residents**

A total of **932** change ideas were included

Number of homes that mention each change idea



To review the data and learn more about the QIPs submitted, visit [Query QIPs](#).