

Quality Issues and Indicators for the 2018/19 QIPs

	Hospital	Primary Care	Home Care	Long-Term Care
Effective	Effective transitions <ul style="list-style-type: none"> • Readmission for one of CHF, COPD or stroke (QBP) (P) • Readmission for mental health and addiction (P) • Patient received enough information on discharge (P) • Discharge summaries sent within 48 h of discharge (A) 	<ul style="list-style-type: none"> • 7-day post-discharge follow-up (any provider) (P) • 7-day post-discharge follow-up for select conditions (CHC) (P) • Hospital readmissions for select conditions (A) 	<ul style="list-style-type: none"> • Hospital readmissions (P) • Unplanned ED visits (P) 	<ul style="list-style-type: none"> • Potentially avoidable ED visits for ambulatory care-sensitive conditions (P)
	Coordinating care <ul style="list-style-type: none"> • Identify patients with complex health needs (Health Links) (A) 	<ul style="list-style-type: none"> • Identify patients with complex health needs (Health Links) (A) 	<ul style="list-style-type: none"> • Identify patients with complex health needs (Health Links) (A) 	
	Treatment of pain and use of opioids <ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative
	Wound care <ul style="list-style-type: none"> • Pressure ulcers (A) 	<ul style="list-style-type: none"> • Diabetic foot ulcer risk assessment (A) 	<ul style="list-style-type: none"> • Education & self-management (A) • Closed diabetic foot ulcer (A) 	<ul style="list-style-type: none"> • Pressure ulcers (A)
Patient-centred	Palliative care <ul style="list-style-type: none"> • Home support for discharged palliative patients (P) 		<ul style="list-style-type: none"> • End of life, died in preferred place of death (P) 	
	Person experience <ul style="list-style-type: none"> • Would you recommend? (IP/ED) (P) • Time to acknowledge complaints (A) 	<ul style="list-style-type: none"> • Patient involvement in decisions about care (P) 	<ul style="list-style-type: none"> • Client experience (P) • Time to acknowledge complaints (A) 	<ul style="list-style-type: none"> • Resident experience (P) • Time to acknowledge complaints (A)
Efficient	Access to right level of care <ul style="list-style-type: none"> • Narrative • Alternative level of care rate (P) 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative
Safe	Safe care/ medication safety <ul style="list-style-type: none"> • Medication reconciliation (discharge) (P) • Medication reconciliation (admission) (A) • Use of physical restraints in mental health patients (A) • Antimicrobial-free days (ICU) (A) 	<ul style="list-style-type: none"> • Medication reconciliation (A) 	<ul style="list-style-type: none"> • Falls for long-stay clients (P) 	<ul style="list-style-type: none"> • Prescribing of antipsychotic medications (P) • Restraints (A) • Falls (A)
	Workplace violence <ul style="list-style-type: none"> • Narrative • Overall incidents of workplace violence (M) 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative
Timely	Timely access to care/services <ul style="list-style-type: none"> • ED length of stay (complex) (A) 	<ul style="list-style-type: none"> • Timely access to primary care (patient perception) (P) 	<ul style="list-style-type: none"> • Wait time for home care (personal support worker, nurse) (P) 	
Equitable	Population health/equity considerations <ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative • Glycated hemoglobin testing (A) • Colorectal & cervical cancer screening (A) 	<ul style="list-style-type: none"> • Narrative 	<ul style="list-style-type: none"> • Narrative

Legend: **(P)**: Priority indicator **(M)**: Mandatory indicator **(A)**: Additional indicator (QBP): Indicator related to quality-based procedures