

Quality Priorities for the 2020/21 Quality Improvement Plans

Hospital

Primary Care

Home and Community Care**

Long-Term Care

THEME I: TIMELY AND EFFICIENT TRANSITIONS

Alternate level of care | Collaboration and integration (Narrative)

Efficient

- ⚙️ Alternate level of care rate
- ⚙️ Number of inpatients receiving care in unconventional spaces or ER stretchers***

- ⚙️ 7-day post-hospital discharge follow-up (2)

- ⚙️ Unplanned emergency department visits within 30 days of hospital discharge

- ⚙️ Potentially avoidable emergency department visits

Timely

- ⚙️ Time to inpatient bed *
- ⚙️ Discharge summaries sent from hospital to primary care provider within 48 hours of discharge

- ⚙️ Timely access to a primary care provider

- ⚙️ Wait time to long-term care home placement

THEME II: SERVICE EXCELLENCE

Virtual care | Patient/resident partnering (Narrative)

Patient-centred

- 👤 Patient experience: Did you receive enough information when you left the hospital?
- 👤 Complaints acknowledged in a timely manner

- 👤 Patient involvement in decisions about care

- 👤 Percentage of patients satisfied with services
- 👤 Complaints acknowledged in a timely manner

- 👤 Resident experience (2)

THEME III: SAFE AND EFFECTIVE CARE

Workplace violence (Narrative)

Safe

- 👤 Number of workplace violence incidents (overall)*

- 👤 Percentage of non-palliative care patients newly dispensed an opioid (2)

Effective

- ⚙️ Documented assessment of palliative care needs among patients identified to benefit from palliative care
- ⚙️ **NEW** Repeat emergency visits for mental health
- 👤 Medication reconciliation at discharge

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- ⚙️ Documented assessment of palliative care needs among residents identified to benefit from palliative care

Equitable

*Mandatory indicator (hospital sector only)

**These indicators will continue to be a priority focus for LHIN home and community care services. Additional guidance will be provided to LHIN home and community care services around expectations regarding the 2020/21 QIPs

***This indicator technical specification may be amended; see indicator technical specifications document for more information

Quadruple Aim

