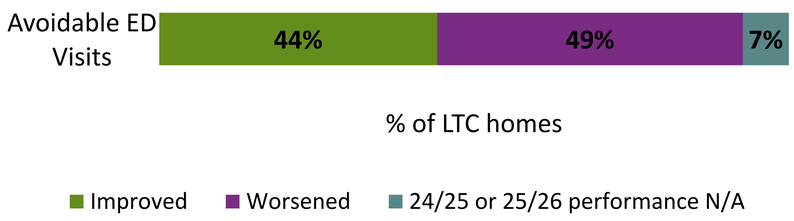
Access and Flow in Long-Term Care: Analysis of the 2025/26 QIP Submissions

Findings from the Quality Improvement Plan (QIP) Progress Report, Narrative, and Workplan

Progress Report

369 LTC homes reported on the Avoidable ED Visits indicator
84% of planned change ideas (791/939) were implemented.

Percentage of homes that improved, maintained, or worsened performance between 2024/25 and 2025/26



Key success factors:

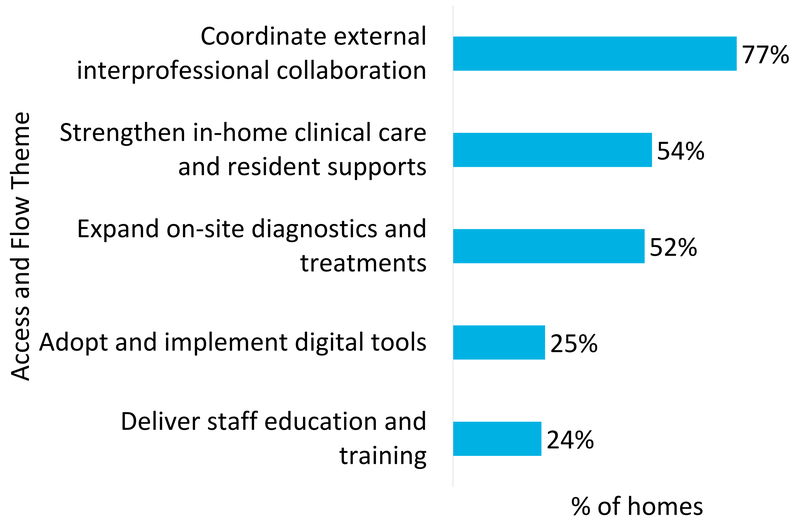
- Staff education and training
- On-site diagnostics and clinical supports
- Nurse practitioner availability and leadership
- Improved communication using SBAR
- Palliative and admission planning

Key challenges:

- Balancing family and resident expectations
- Staff turnover and resource constraints
- Maintaining consistent nurse practitioner coverage
- Communication gaps across care teams
- Limited access to in-home diagnostics and specialized equipment

Narrative

Most common access-and-flow themes



Initiatives reflecting common access-and-flow themes

Health system collaboration: Ontario Health atHome, nurse-led outreach teams, infection-prevention-and-control hubs

Resident care supports: End-of-life care, skin and wound management, fall prevention

Diagnostics and treatments: Intravenous therapy, x-ray services, lab testing

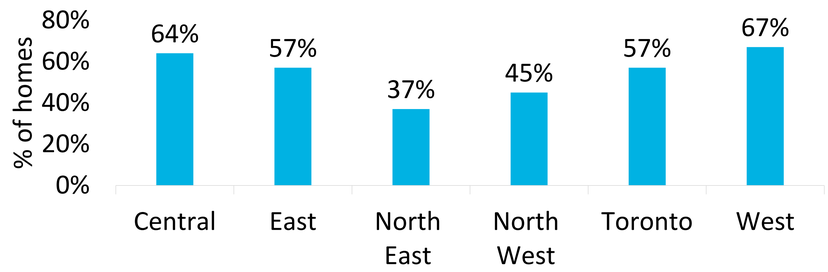
Digital tools and integration: Project AMPLIFI, eConnect/ClinicalConnect, ConnectingOntario ClinicalViewer

Staff education and training: Gentle persuasive approaches, U-First!, PIECES approach

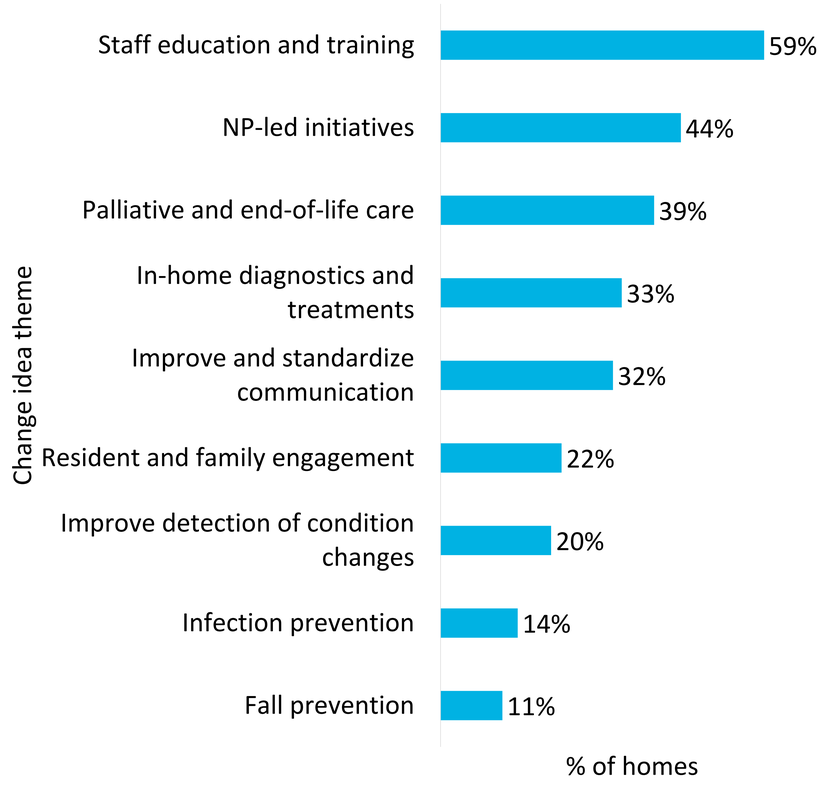
Workplan

60% of LTC homes (363/605) selected the Avoidable ED Visits indicator in their 2025/26 QIPs.

Percentage of homes that selected the Avoidable ED Visits indicator, by region



Most common access-and-flow change ideas



Abbreviations: ED, emergency department; LTC, long-term care; N/A, not applicable; NP, nurse practitioner; PIECES, physical, intellectual, emotional, capabilities, environment, social; SBAR, situation, background, assessment, and recommendation.
To learn more about the QIPs submitted, visit Query QIPs.
Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, info@OntarioHealth.ca. Document disponible en français en contactant info@OntarioHealth.ca

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