2025/26 Quality Improvement Plan Program: Indicator Matrix

Priority issues	Optional indicators (unless marked priority), **by sector**		
	Hospital	**Interprofessional primary care**	**Long-term care**
Access and flow *A high-quality health system provides people with the care they need, when and where they need it.*	• 90th percentile ambulance offload time (Priority) • 90th percentile emergency department wait time to physician initial assessment (Priority) • Daily average number of patients waiting in the emergency department for an inpatient bed at 8 a.m. (Priority) • 90th percentile emergency department length of stay for admitted patients • 90th percentile emergency department length of stay for nonadmitted patients with low acuity • 90th percentile emergency department length of stay for nonadmitted patients with high acuity • 90th percentile emergency department wait time to inpatient bed • Percentage of patients who visited the emergency department and left without being seen by a physician	• Patient/client perception of timely access to care • Number of new patients/clients/enrolments • Percentage of clients with type 2 diabetes mellitus who are up to date with HbA1c (glycated hemoglobin) blood glucose monitoring • Percentage of screen-eligible people who are up to date with colorectal tests • Percentage of screen-eligible people who are up to date with cervical screening • Percentage of screen-eligible people who are up to date with breast screening	• Rate of potentially avoidable emergency department visits for long-term care residents
Equity *Advancing equity, inclusion and diversity and addressing racism to reduce disparities in outcomes for patients, families, and providers is the foundation of a high-quality health system.*	• Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education • Average emergency department wait time to physician initial assessment for individuals with sickle cell disease (CTAS 1 or 2) • Rate of emergency department 30-day repeat visits for individuals with sickle cell disease • Percentage of emergency department visits for individuals with sickle cell disease triaged with high severity (CTAS 1 or 2)	• Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education • Completion of sociodemographic data collection • Percentage of clients actively receiving mental health care from a traditional provider • Number of events and participants for traditional teaching, healing, or ceremony	• Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education
Experience *Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.*	• Did patients feel they received adequate information about their health and their care at discharge?	• Do patients/clients feel comfortable and welcome at their primary care office?	• Do residents feel they can speak up without fear of consequences? • Do residents feel they have a voice and are listened to by staff?
Safety *A high-quality health system ensures people receive care in a way that is safe and effective*	• Rate of delirium onset during hospitalization • Rate of medication reconciliation at discharge • Rate of workplace violence incidents resulting in lost-time injury	• Number of faxes sent per 1,000 rostered patients • **Provincial digital solutions suite (6 indicators):** Percentage of clinicians in the primary care practice using… [eReferral, eConsult, OLIS, HRM, electronic prescribing, online appointment booking]	• Percentage of long-term care residents not living with psychosis who were given antipsychotic medication • Percentage of long-term care residents who fell in the last 30 days

Note: Organizations may also consider adding custom indicators to address their own improvement opportunities and collaborative work with other health service providers.

Abbreviations: *CTAS*, Canadian Triage and Acuity Scale; *HRM*, Health Report Manager; *OLIS*, Ontario Laboratory Information System.

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