



Ontario Health

QUALITY IMPROVEMENT PLAN PROGRAM

Annual Program Memo 2026/27

Date: October 20, 2025

To: CEOs, executive directors, and quality improvement leads in hospitals, long-term care homes, and interprofessional primary care organizations

From: Dr. David Kaplan, Vice-President, Quality, Acute and Hospital-Based Care (Ontario Health)

CC: Taryn Pimento, Acting Director, Ontario Health Oversight Branch (Ministry of Health) Scott Ovenden, Chief Regional Officer, Toronto and East Regions; Brian Kytör, Chief Regional Officer, North West and North East Regions; Christine Nuernberger, Interim Chief Regional Officer, Central Region; Nicole Robinson, Interim Chief Regional Officer, West Region; Dr. Chris Simpson, Executive Vice-President and Chief Medical Executive; Judy Linton, Executive Vice-President and Chief Nursing Executive (Ontario Health)

Re: 2026/27 Quality Improvement Plan program priorities

Dear colleagues,

I am pleased to announce the launch of the 2026/27 Quality Improvement Plan (QIP) program cycle for the more than 1,000 organizations from hospital, interprofessional primary care, and long-term care home sectors.

The QIP program helps drive Ontario health care system quality improvement, and it is the cumulative efforts of individual organizations in each sector, addressing province-wide priorities, that lead to better outcomes for people receiving care. So, thank you for your dedication and commitment to quality improvement and the delivery of high-quality care for the people of Ontario. We are pleased to work with you again this year!

In planning the 2026/27 QIP program, we took Ontario Health, Ministry of Health, and Ministry of Long-Term Care health care system priorities, as well as feedback from internal and external partners, into consideration during our consultation process:

- **Priority issues:** The QIP program will continue to focus on 4 priority issues – Access and flow, Equity, Experience, and Safety.

- **Indicators from the previous cycle:** Since often more than 1 year is needed to see changes in outcomes, QIP indicators from 2025/26 remain and have had only minor revisions. This will allow organizations to continue to concentrate on ongoing improvement in those areas.
- **Priority indicators:** For indicators deemed *priority indicators* (see Appendix), organizations should compare their current performance to provincial benchmarks and regional targets (many indicators in the QIP workplan will have prepopulated data). We strongly encourage all organizations – in particular, organizations with current performance below provincial benchmarks or organizations that did not achieve the previous year’s targets – to include priority indicators in their QIP workplan.

As always, we encourage organizations to post their QIPs on their websites, and we look forward to receiving all 2026/27 QIPs by April 1, 2026.

Regards,



David M. Kaplan MD, MSc, CCFP, FCFP
Vice-President, Quality
Ontario Health



Please [register for the 2026/27 QIP Launch Webinar](#), which will take place Monday November 3, 2025.

Access to QIP Navigator (Ontario Health’s online platform for developing and submitting QIPs) is expected to open by mid November 2025.

QIP submissions are due by April 1, 2026.



Please email QIP@OntarioHealth.ca if you have any questions.

Appendix

Priority Indicators for 2026/27

For Hospitals

- To support a focus on quality improvement initiatives that improve access to care and patient flow in emergency departments, in addition to 3 existing priority indicators, 2 more are being prioritized:
 - *90th percentile emergency department length of stay for nonadmitted patients triaged as high acuity* (Access and flow, Pay-For-Results aligned, new priority)
 - *90th percentile emergency department length of stay for nonadmitted patients triaged as low acuity* (Access and flow, Pay-For-Results aligned, new priority)
 - *90th percentile ambulance offload time* (Access and flow)
 - *90th percentile emergency department wait time to physician initial assessment* (Access and flow)
 - *Daily average number of patients waiting in the emergency department for an inpatient bed at 8 a.m.* (Access and flow)

For Interprofessional Primary Care

- To support a focus on quality improvement initiatives that improve access to comprehensive team-based primary health care for more of the population, the following indicators are being prioritized:
 - *Number of new patients, clients, or enrolments* (Access and flow)
 - *Patient or client perception of timely access to care* (Access and flow)
- To support continued efforts to lessen administrative burden and improve patient safety (e.g., failed fax transmissions impact patient care), in alignment with *Axe the fax* and *Patients Before Paperwork* campaign goals, the following indicator is being prioritized:
 - *Number of faxes sent per 1,000 rostered patients* (Safety)

Note: We recommend using this indicator in combination with 1 or more of the digital health solution indicators.

For Long-Term Care Homes

- To support a focus on quality improvement efforts that aim to make sure that older adults receive timely access to services and the right care in the right place, the following indicator is being prioritized:
 - *Rate of potentially avoidable emergency department visits for long-term care residents* (Access and flow)

Multisector Organizations

As stated in [Multisector QIP Guidance Document](#), multisector organizations should include input, context, and indicators, aiming for shared targets and change ideas from each sector where possible, in their QIPs. Where multisector organizations have opted to not include priority indicators in their QIP, the reasons must be documented.

Additional Information for Long-Term Care Homes

In addition to completing and submitting a QIP, the QIP Navigator platform may be used to prepare a continuous quality improvement initiative report, which is required under section [168 of O. Reg 246/22 of the Fixing Long-Term Care Act, 2021](#). In QIP Navigator, there are prompts and hover help to suggest areas where information for continuous quality improvement initiatives may be included; however, the information can be included in any section. A copy of the report can be exported via QIP Navigator to publish on your home's website.

Please be advised, if your organization is using QIP Navigator to complete the continuous quality improvement initiative report, it is the responsibility of the long-term care home licensee to ensure all legislative and regulatory requirements have been met. Using the QIP Navigator tool does not presuppose compliance with other requirements.

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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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