

2026/27 Quality Improvement Plan Indicator Matrix			
Priority issues	Indicators (optional unless marked priority), by sector		
	Hospital	Interprofessional primary care	Long-term care
Access and flow <i>A high-quality health system provides people with the care they need, when and where they need it.</i>	90th percentile ambulance offload time priority prepopulated 90th percentile emergency department wait time to physician initial assessment priority prepopulated - Daily average number of patients waiting in the emergency department for an inpatient bed at 8 a.m. priority prepopulated 90th percentile emergency department length of stay for nonadmitted patients triaged as low acuity priority prepopulated 90th percentile emergency department length of stay for nonadmitted patients triaged as high acuity priority prepopulated 90th percentile emergency department length of stay for admitted patients prepopulated 90th percentile emergency department wait time to inpatient bed prepopulated - Percentage of patients who visited the emergency department and left without being seen by a physician prepopulated - Percentage of people who undergo hip fracture surgery within 48 hours of first arrival at any hospital prepopulated	- Patient/client perception of timely access to care priority - Number of new patients/clients/enrolments priority - 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 cancer screening (updated definition) - 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 priority prepopulated
Equity <i>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.</i>	- 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) prepopulated	- 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 <i>Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.</i>	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 <i>A high-quality health system ensures people receive care in a way that is safe and effective</i>	- Rate of delirium onset during hospitalization prepopulated - 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 priority - Provincial digital solutions suite (7 indicators): Percentage of clinicians in the primary care practice using... [eReferral, eConsult, OLIS, HRM, electronic prescribing, online appointment booking, AI scribe]	- Percentage of long-term care residents not living with psychosis who were given antipsychotic medication prepopulated - Percentage of long-term care residents who fell in the last 30 days prepopulated - Percentage of long-term care residents whose stage 2 to 4 pressure ulcer worsened prepopulated - Percentage of long-term care residents in daily physical restraints prepopulated
Note: Organizations may also consider adding custom indicators to address their own improvement opportunities and collaborative work with other health service providers. Abbreviations: <i>CTAS</i>, Canadian Triage and Acuity Scale; <i>HRM</i>, Health Report Manager; <i>OLIS</i>, Ontario Laboratory Information System.			
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