

Experience in Hospitals: Analysis of the 2025/26 QIP Submissions

This summary shares insights from the **Experience** section of the 133 **Quality Improvement Plans (QIPs)** submitted by hospitals for 2025/26.

Progress Report

82% of change ideas included in QIPs for Experience indicators were implemented.

Most common successes or enablers:

- Patient engagement, feedback, and co-design
- Monitoring progress
- Staff education
- Digital tools
- Standard work and scripts

Most common challenges or barriers:

- Technology
- Other priorities and staff capacity
- HHR challenges and vacancies
- Clinician and leadership buy-in

Common change ideas from teams making progress in 2024/25

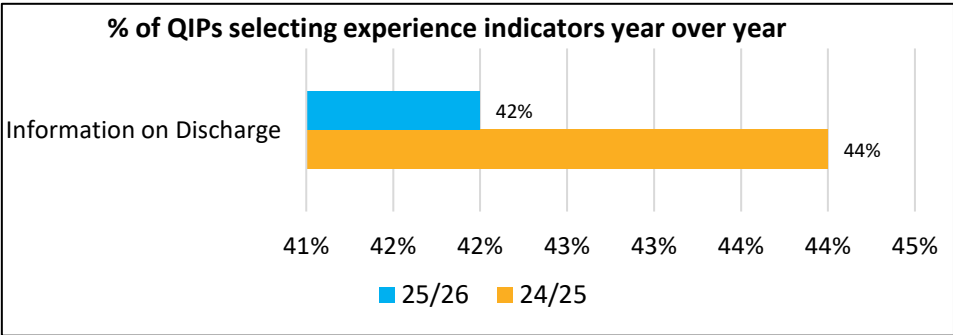
-  Implementing or reviewing the use of **discharge tools and processes**
-  **Staff education and training** on discharge processes
-  **Patient education**
-  **Increasing survey completion** to improve understanding of patient experience

Workplan Report

Indicator progress

75.5% of respondents responded “completely” to the following question: “Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?” (↑ from 71.5% last year)

Indicator uptake for 2025/26



Common change ideas planned for 2025/26

-  **Staff education and training** on discharge processes
-  Using **data for improvement** (e.g., dashboards, reports)
-  Implementing or reviewing the use of **discharge tools and processes**
-  **Increasing survey completion**

Narrative Report Themes

Patient and client experience

- **Patient- and family-centred care**, with active patient and family advisory councils or similar bodies
- **Regular patient experience surveys**, feedback mechanisms, and engagement in quality improvement initiatives
- **Essential care partner programs**, purposeful hourly rounding, support for communication challenges, and recognition of the importance of care partners during hospital stays
- **Patient feedback is used** to inform service improvements, policy changes, and strategic planning

Provider experience

- Ongoing challenges with recruitment and retention, particularly in rural and remote areas
- Wellness programs, employee assistance programs, recognition awards, staff engagement surveys, and leadership development
- Efforts to improve workplace culture, support for new graduates, and strategies to address workplace violence and burnout

To review the data and learn more about the QIPs submitted, visit [Query QIPs](#).

Abbreviation: HHR, human health resources.

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