

# Quality Priorities for the 2019/20 Quality Improvement Plans

	Hospital	Primary Care	Home and Community Care	Long-Term Care
<b>THEME I: TIMELY AND EFFICIENT TRANSITIONS</b>				
<b>Efficient</b>	<ul style="list-style-type: none"> <li>Alternate level of care (ALC) rate</li> <li><b>NEW</b> Number of inpatients receiving care in unconventional spaces or ER stretchers</li> </ul>	<ul style="list-style-type: none"> <li>7-day post-hospital discharge follow-up</li> </ul>	<ul style="list-style-type: none"> <li>Unplanned emergency department visits within 30 days of hospital discharge</li> </ul>	<ul style="list-style-type: none"> <li>Potentially avoidable emergency department visits</li> </ul>
<b>Timely</b>	<ul style="list-style-type: none"> <li><b>NEW</b> Time to inpatient bed *</li> <li>Discharge summaries sent from hospital to primary care provider within 48 hours of discharge</li> </ul>	<ul style="list-style-type: none"> <li>Timely access to a primary care provider</li> </ul>	<ul style="list-style-type: none"> <li><b>NEW</b> Wait time to long-term care home placement</li> </ul>	
<b>THEME II: SERVICE EXCELLENCE</b>				
<b>Patient-centred</b>	<ul style="list-style-type: none"> <li>Patient experience: Did you receive enough information when you left the hospital?</li> <li>Complaints acknowledged in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Patient involvement in decisions about care</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of patients satisfied with services</li> <li>Complaints acknowledged in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Resident experience</li> <li>Complaints acknowledged in a timely manner</li> </ul>
<b>THEME III: SAFE AND EFFECTIVE CARE</b>				
<b>Safe</b>	<ul style="list-style-type: none"> <li>Number of workplace violence incidents (overall) *</li> </ul>	<ul style="list-style-type: none"> <li><b>NEW</b> Percentage of non-palliative care patients newly dispensed an opioid</li> </ul>		
<b>Effective</b>	<ul style="list-style-type: none"> <li><b>NEW</b> Early identification: Documented assessment of palliative care needs for an early, at-risk cohort</li> <li>Readmission within 30 days for mental health and addiction</li> <li>Medication reconciliation at discharge</li> </ul>	<ul style="list-style-type: none"> <li><b>NEW</b> Early identification: Documented assessment of palliative care needs for an early, at-risk cohort</li> </ul>	<ul style="list-style-type: none"> <li><b>NEW</b> Early identification: Documented assessment of palliative care needs for an early, at-risk cohort</li> </ul>	<ul style="list-style-type: none"> <li><b>NEW</b> Early identification: Documented assessment of palliative care needs for an early, at-risk cohort</li> </ul>
<b>Equitable</b>				

\* Mandatory indicator (hospital sector only)