

	Hospitals	Interprofessional Primary Care	Long-Term Care	Home and Community Care
COVID-19 HEALTH SYSTEM RECOVERY				
Theme 1: Timely and Efficient Transitions				
A high-quality health system manages transitions well, providing people with the care they need, when and where they need it.				
Efficient	<ul style="list-style-type: none"> ♣ Number of people whose first point of contact for a mental health and addictions condition is the emergency department ♣ Percentage of inpatient days with an alternate level of care designation 	<ul style="list-style-type: none"> ♣ Percentage of screening eligible patients up to date with Papanicolaou (Pap) tests ♣ Percentage of screen-eligible patients up to date with a mammogram ♣ Percentage of screen-eligible patients up-to-date with colorectal screening 	Percentage of potentially avoidable emergency department visits for long-term care residents.	
Timely	Percentage of discharge summaries sent from hospital to community care providers within 48 hours of discharge.			
Theme 2: Patient/Client/Resident Experience				
Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.				
Patient-Centred	Did patients feel they received adequate information about their health and their care at discharge?	Do patients feel involved in decisions about their care?	Do residents feel they have a voice and are listened to by staff? Do residents feel they can speak up without fear of consequences?	Are clients satisfied with the care and services they are receiving?
Theme 3: Safe and Effective Care				
A high-quality health system works together to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.				
Safe	Number of workplace violence incidents overall	Percentage of non-palliative care patients newly dispensed an opioid (excluding opioid agonist therapy) within a 6-month reporting period	Percentage of long-term care home residents not living with psychosis who were given antipsychotic medications	Percentage of patients with diabetic foot ulcers that closed within a 12-week period
Effective	Proportion of patients discharged from hospital for whom medication reconciliation is provided			Percentage of patients with a new diabetic foot ulcer in a 6-month period (incidence)
EQUITABLE				
♣ Additional indicators are also included on the collaborative QIP. Organizations partnering in an OHT may opt to choose these indicators at an organizational level.				