2027/28 Quality Improvement Plan Indicator Matrix

Priority and Optional Indicators by Sector

Access and Flow

A high-quality health system provides people with the care they need, when and where they need it.

Sector	Indicators
Hospital	• 90th percentile ambulance offload time **(priority)** **(prepopulated)** • 90th percentile ED length of stay (non-admitted, high-acuity patients) **(priority)** **(prepopulated)** • 90th percentile ED length of stay (non-admitted, low-acuity patients) **(priority)** **(prepopulated)** • 90th percentile time to physician initial assessment **(priority)** **(prepopulated)** • Daily average number of patients waiting for an inpatient bed at 8 a.m. **(priority)** **(prepopulated)** • 90th percentile ED length of stay (admitted patients) **(prepopulated)** • Percentage of patients who visited the ED 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)**
Interprofessional primary care	• Number of newly attached patients/clients **(priority)** • Patient/client perception of timely access to care **(priority)** • Percentage of patients/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 breast screening • 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 colorectal tests
Long-term care	• Rate of potentially avoidable ED visits for long-term care residents **(priority)** **(prepopulated)**

Abbreviation: ED, emergency department.

Equity

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.

Sector	Indicators
Hospital	• Average ED wait time to physician initial assessment for individuals with sickle cell disease **(prepopulated)** • Percentage of staff (executive level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education
Interprofessional primary care	• Completion of sociodemographic data collection • Number of events and participants for traditional teaching, healing, or ceremony • Percentage of patients/clients actively receiving mental health care from a traditional provider • Percentage of staff (executive level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education
Long-term care	• Percentage of staff (executive level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education

Abbreviation: ED, emergency department.

Experience

Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.

Sector	Indicators
Hospital	• Did patients feel that they received adequate information about their health and their care at discharge?
Interprofessional primary care	• Do patients/clients feel comfortable and welcome at their primary care office?
Long-term care	• 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

A high-quality health system ensures people receive care in a way that is safe and effective.

Sector	Indicators
Hospital	• Rate of delirium onset during hospitalization **(prepopulated)** • Rate of hospital-acquired pressure injuries (stage 3, stage 4, and unstageable) **(prepopulated)** • Rate of medication reconciliation at discharge • Rate of workplace violence incidents resulting in lost-time injury
Interprofessional primary care	• Number of faxes sent per 1,000 attached patients/clients **(priority)** • Percentage of clinicians in the primary care practice using eReferral **(priority)** • Provincial digital solutions suite (5 indicators): percentage of clinicians in the primary care practice using eConsult, OLIS, HRM, online appointment booking, or AI scribe
Long-term care	• Percentage of long-term care residents in daily physical restraints **(prepopulated)** • 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)**

Abbreviations: AI, artificial intelligence; HRM, Health Report Manager; OLIS, Ontario Laboratories Information System.

Note

Priority and optional indicators are suggested but not mandatory. Organizations may also add custom indicators to address their own improvement opportunities and collaborative work with other health service providers.

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