Ontario Health

EMERGENCY DEPARTMENT RETURN VISIT QUALITY PROGRAM AND QUALITY IMPROVEMENT PLAN PROGRAM

EDRVQP and QIP Program Integration

NOVEMBER 2025

EDRVQP Submission Process

Ontario Health has integrated the Emergency Department Return Visit Program (EDRVQP) with the Quality Improvement Plan (QIP) program, which means that, for the hospital sector:

- EDRVQP audits and narratives are submitted through the QIP Navigator platform as part of each organization's annual QIP submission
- Submissions are due April 1 each year

The integration of EDRVQP into the QIP allows emergency medicine quality improvement initiatives to be considered and discussed at the executive and board level during hospital-wide annual QIP planning.

Key Resources

EDRVQP program documents have been updated to reflect new requirements (e.g., new screening criteria, what counts as an audited case).

For detailed information about EDRVQP, please consult the following:

- Information for Hospital Sites: Guidance Document
- How to Screen and Audit Return Visit Cases: Step-by-Step Instructions for Using Data Reports and the Audit Template

For additional information on the QIP program, please consult the following:

- Annual program documents (Guidance Document, Annual Program Memo, Indicator Matrix, Indicator Technical Specifications, Narrative Questions)
- QIP Navigator

How to Submit EDRVQP Audits and Narratives

Roles and Responsibilities

Each hospital's EDRVQP site leads and QIP lead will need to work together to incorporate EDRVQP results into the hospital's QIP:

- EDRVQP audits and narratives should be completed and ready to present to the executive and board in time for inclusion in hospital QIP planning (likely January or February of each year, depending on each hospital's schedule)
- The EDRVQP site leads must ensure that audit results and proposed quality improvement initiatives (i.e., audit and narrative files) are shared with the hospital's QIP lead. Either the QIP lead or EDRVQP site lead can upload the audit file and input the narrative text into QIP Navigator (see the Step-by-Step Instructions section)
- The QIP lead must, in turn, include this information in the QIP presentation for the board

Step-by-Step Instructions (inputting EDRVQP results into QIP Navigator)

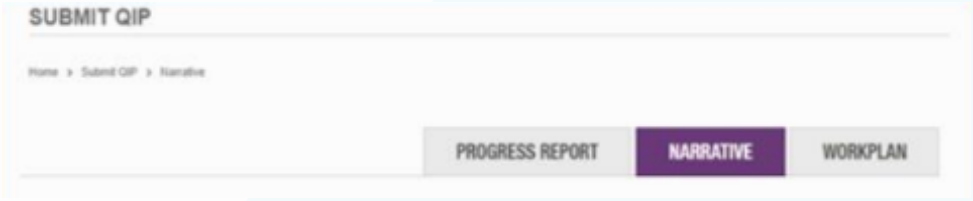
1) Log in to QIP Navigator.

- Each hospital has a single set of credentials (i.e., 1 username and 1 password) that can be shared among its quality teams, as appropriate.

2) On the "SUBMIT QIP" page, select the report for the applicable program cycle, and click on the "Edit" button.

3) Select the "NARRATIVE" tab (see Figure 1).

Figure 1. Screenshot of tabs.
The narrative section can be accessed by clicking on the second tab, which is labelled "NARRATIVE"



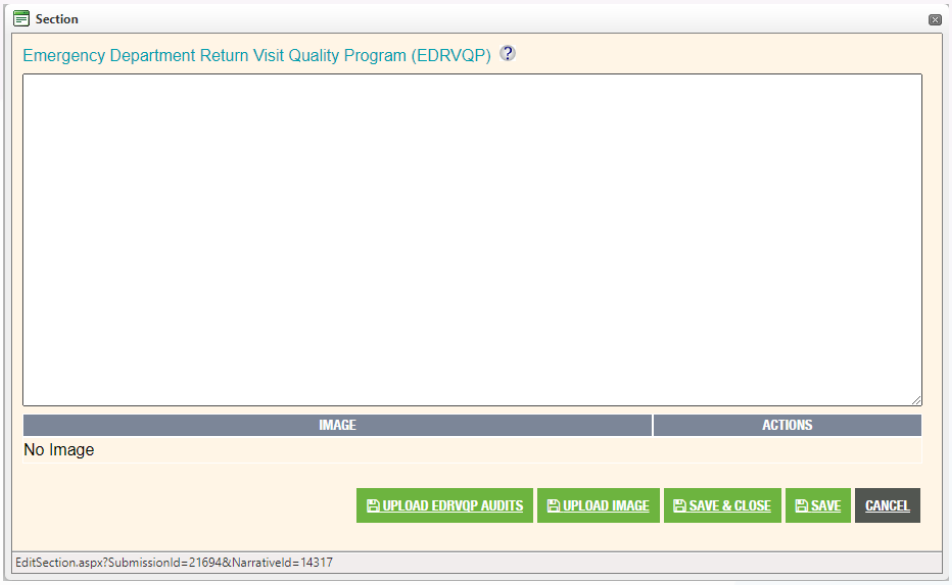
4) Open the "Emergency Department Return Visit Quality Program (EDRVQP)" section by clicking on the button below the heading (see Figure 2 and Figure 3).

Figure 2. Screenshot of the Emergency Department Return Visit Quality Program heading.
To expand the section, click on the plus sign ("+") below the heading.



Figure 3. Screenshot of the Emergency Department Return Visit Quality Program section.

The Emergency Department Return Visit Quality Program section contains a free-text field.



5) Enter narrative text in the free-text field (see Figure 3).

- Use the hover help feature to access questions and guidance that will help in creating the narrative.
- For multisite hospitals, include a line with the name of the hospital and the name of the site (e.g., *Name of hospital – Name of site*) before each site's narrative text (see Figure 4)

Figure 4. Screenshot of QIP Navigator Emergency Department Return Visit Quality Program section showing paragraph structure for multisite hospitals.

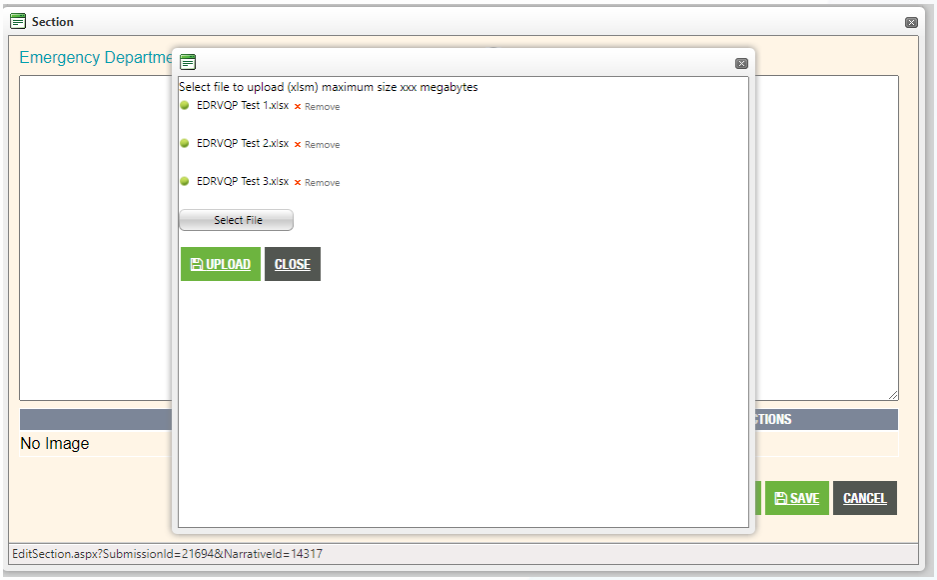
Example narrative paragraph structure for a hospital (i.e., "Lakeridge Health") with multiple sites (i.e., "Oshawa," "Whitby," "Ajax Pickering," "Bowmanville," and "Port Perry"). The text "Please enter your narrative text here" indicates where the narrative for each site would be inserted.



6) Click on the “UPLOAD EDRVQP AUDITS” button. In the new pop-out window that opens, click on the “Select File” button to locate the audit file (see Figure 5). Click on the “UPLOAD” button to upload each file. Once all files have been uploaded, click on the “CLOSE” button to dismiss the pop-out window.

- Please name files using this format: *Name of hospital - Name of site* (if applicable)
- Up to 10 spreadsheet files (.xls, .xlsm, .xlsx, .csv) can be uploaded. Each file can have a maximum size of 650 MB

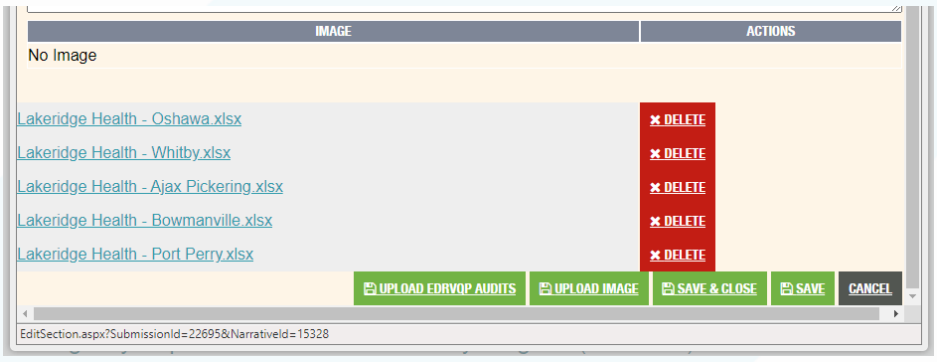
Figure 5. Screenshot of pop-out window for uploading audit files.
Files for upload are selected and viewed using this window.



7) Check to see that the files have been successfully uploaded (see Figure 6). Successfully uploaded files will be listed at the bottom of the window. Click on the “SAVE & CLOSE” button to save the information entered in the free-text field and uploaded files, and close the Emergency Department Return Visit Quality Program section.

- To remove an uploaded file, click on the “DELETE” button

Figure 6. Screenshot of uploaded files list.
Successfully uploaded files can be viewed or removed.



Frequently Asked Questions

Is there a minimum or maximum word count for the EDRVQP narrative?

- There is no minimum or maximum number of words for the narrative. Our recommended length is 250 words for each site.

How can our hospital align EDRVQP work (e.g., improvement activities identified through audits) with QIP work?

EDRVQP improvement activities can be integrated into the QIP workplan by creating a custom indicator or by including any of the optional Access and flow indicators for the hospital sector.

In addition, hospitals can use quality issues identified through EDRVQP auditing to inform priorities when selecting other indicators for inclusion in QIPs.

Will EDRVQP audits and narratives be publicly posted with QIPs?

Apart from stories or examples shared with permission, EDRVQP audit submissions to Ontario Health will not be made publicly available. Although hospitals must post their annual QIP publicly (typically on the hospital's website), due to the sensitive nature of the information included in emergency department return visit audits, audit files should not be included in publicly posted QIP documents and will not be available publicly via QIP Query.

The EDRVQP narrative, however, will be publicly available as part of hospital QIP narratives.



If you have additional questions, please email the QIP team (QIP@ontariohealth.ca) or the EDRVQP team (EDQuality@ontariohealth.ca)

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