

ACCESS AND FLOW

TIMELY 90th percentile ambulance offload time	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	2024/25	Target	2025/26	Target	
TIMELY 90th percentile emergency department wait time to inpatient bed	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	2024/25	Target	2025/26	Target	
TIMELY Percent of patients who visited the ED and left without being seen by a physician	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	2024/25	Target	2025/26	Target	
TIMELY 90th percentile emergency department length of stay for nonadmitted patients with low acuity	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	2024/25	Target	2025/26	Target	

TIMELY
90th percentile emergency department
length of stay for nonadmitted patients with
high acuity

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

○ Target

2024/25

Target

2025/26

Target

TIMELY
90th percentile emergency department wait
time to physician initial assessment

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

○ Target

2024/25

Target

2025/26

Target

TIMELY
Daily average number of patients waiting in
the emergency department for an inpatient
bed at 8 a.m.

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

○ Target

2024/25

Target

2025/26

Target

TIMELY
90th percentile emergency department
length of stay for admitted patients

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

○ Target

2024/25

Target

2025/26

Target

TIMELY
Women's Heart Health LEAN-FMEA

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

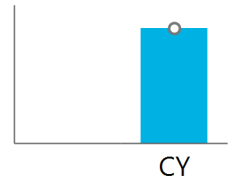
1.0

2025/26

1.0

Target

Target



TIMELY
Pre-Admit Unit LEAN-FMEA

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

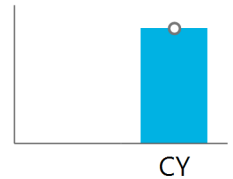
1.0

2025/26

1.0

Target

Target



TIMELY
Patient Consults in the ACTU

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

CB

2025/26

CB

Target

Target



Collaborators: The Ottawa Hospital

TIMELY
Standardize Reporting to Physician Chiefs

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

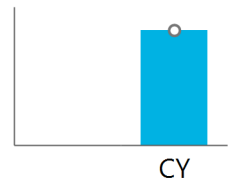
100.0

2025/26

100.0

Target

Target



Collaborators: The Ottawa Hospital

EQUITY

<div><div>EQUITABLE</div><div>Average ED wait time to physician initial assessment (PIA) for individuals with sickle cell disease (CTAS 1 or 2)</div></div>	<div>Last Year's Performance (LY)</div> <div><div>2024/25</div><div>Target</div></div>	<div>Current Year's Performance (CY)</div> <div><div>2025/26</div><div>Target</div></div>	<div>↓ Lower is better</div> <div>○ Target</div> <div></div>
<div><div>EQUITABLE</div><div>Rate of ED 30-day repeat visits for individuals with sickle cell disease</div></div>	<div>Last Year's Performance (LY)</div> <div><div>2024/25</div><div>Target</div></div>	<div>Current Year's Performance (CY)</div> <div><div>2025/26</div><div>Target</div></div>	<div>↓ Lower is better</div> <div>○ Target</div> <div></div>
<div><div>EQUITABLE</div><div>Percentage of ED visits for individuals with sickle cell disease triaged with high severity (CTAS 1 or 2)</div></div>	<div>Last Year's Performance (LY)</div> <div><div>2024/25</div><div>Target</div></div>	<div>Current Year's Performance (CY)</div> <div><div>2025/26</div><div>Target</div></div>	<div>○ Target</div> <div></div>

EQUITABLE

Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education

Last Year's Performance (LY)

CB

2024/25

90.0

Target

Current Year's Performance (CY)

2025/26

Target

↑ Higher is better

○ Target



EQUITABLE

Green Heart Recommendations report

Last Year's Performance (LY)

2024/25

Target

Current Year's Performance (CY)

0.0

2025/26

1.0

Target

○ Target

CY



Collaborators: The Ottawa Hospital

EQUITABLE

Environmental Impact Education

Last Year's Performance (LY)

2024/25

Target

Current Year's Performance (CY)

CB

2025/26

1.0

Target

○ Target



EQUITABLE

EMPaCT framework

Last Year's Performance (LY)

2024/25

Target

Current Year's Performance (CY)

CB

2025/26

1.0

Target

○ Target



EQUITABLE

Kairos Blanket Exercise Training

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

CB

1.0

2025/26

Target

○ Target

○

Collaborators: Kairos Canada

EXPERIENCE

PATIENT-CENTRED

Percentage of respondents who 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?

Last Year's Performance (LY)

74.4

2024/25

80.0

Target

Current Year's Performance (CY)

CB

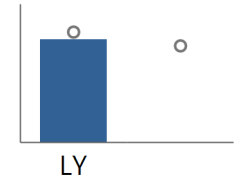
2025/26

70.0

Target

↑ Higher is better

○ Target



PATIENT-CENTRED

Peer Mentor Program

Last Year's Performance (LY)

2024/25

Target

Current Year's Performance (CY)

CB

2025/26

CB

Target

○ Target



PATIENT-CENTRED

Patient Navigator

Last Year's Performance (LY)

2024/25

Target

Current Year's Performance (CY)

CB

2025/26

1.0

Target

○ Target



PATIENT-CENTRED

Patient Relations Review

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

CB

1.0

2025/26

Target

○ Target



PATIENT-CENTRED

Patient Resources Review

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

CB

1.0

2025/26

Target

○ Target



SAFETY

SAFE

Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion the total number of patients discharged.

Last Year's Performance (LY)

94.6

2024/25

95.0

Target

Current Year's Performance (CY)

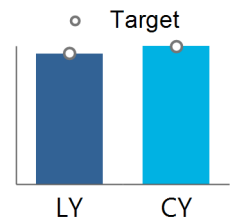
100.0

2025/26

100.0

Target

↑ Higher is better



SAFE

Rate of delirium onset during hospitalization

Last Year's Performance (LY)

3.4

2024/25

2.0

Target

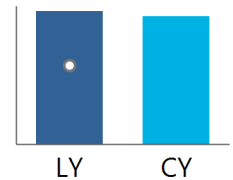
Current Year's Performance (CY)

3.3

2025/26

Target

○ Target



SAFE

Rate of workplace violence incidents resulting in lost time injury

Last Year's Performance (LY)

2.0

2024/25

2.0

Target

Current Year's Performance (CY)

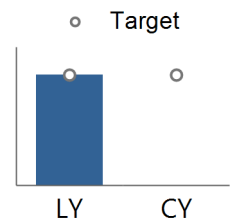
0.0

2025/26

2.0

Target

↓ Lower is better



SAFE
New Hire Delirium Education

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

CB

100.0

○ Target

○

SAFE
Inpatient Noise Level Awareness

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

CB

12.0

○ Target

○

SAFE
Patient and Caregiver Delirium Education

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

CB

1.0

○ Target

○

SAFE
Ambulatory Care Hand Hygiene Audit

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

CB

1.0

○ Target

○

Collaborators: The Ottawa Hospital

SAFE
Ethics Staff Education Campaign

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

CB

4.0

○ Target

○

SAFE
Medication Audits

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

2.0

4.0

○ Target

○

CY

SAFE
SGLT2-i Education

Last Year's Performance (LY)

Current Year's Performance (CY)

2024/25

Target

2025/26

Target

CB

CB

○ Target

