

Aim		Measure						
Issue	Quality Dimension	Measure/Indicator	Previous Performance (for 2025/26 YTD Q3)	Target	Q1 (Apr-June)	Q2	Q3	Q4
Access and Flow	Timely	90th percentile ambulance offload time	32 min	30 minutes				
		90th percentile emergency department wait time to physician initial assessment	3.9 h	4 3.4 (Note: OH changed the provincial target to 3.4 June 2026)				
Patient Experience	Patient-centered	Percentage of respondents who responded "completely and almost always" 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?	82%	>82%				
Patient Safety Incidents	Safety	Number of medication errors that reach the patient due to the wrong drug/dose/patient with moderate harm or greater	Annual total 12	Annual total 8				
Safety	Effective	Percentage of patients discharged from hospital for which discharge summaries are completed within 48 hours of patient's discharge from hospital	77%	80%				

LEGEND	BMV - Barcode medication verification	NACRS - National Ambulatory Care Reporting System
	CIHI - Canadian Institute for Health Inform	OH - Ontario Health
	EMS - Emergency Medical Services	OHA - Ontario Hospital Association
	ERNI - Emergency Room National Ambulat	QRM - Quality Risk Module
	EDD - Estimated Date of Discharge	SQIS - Safety & Quality Incident System
	HSAA - Hospital Service Accountability Agr	WTIS - Wait Time Information System