

Online supplementary table S5. Example of quality indicators classified according to Donabedian's framework

Donabedian's framework	Sub-category	Ex. Classified quality indicators
Structure (referred to the factors that designate the conditions under which care is provided)	Resources	The availability of oral potassium for malnourished children ¹
	Personnel	Percentage of pharmacy technicians who were registered in a central quality registration system for education ²
	Administration	A standardized protocol should be in place to ensure appropriate periprocedural antithrombin therapy during percutaneous coronary intervention (PCI) ³
	Facilities	Presence of a valid quality management certificate ²
	Equipment	Availability of automated dose dispensing for eligible patients ²
Process (referred to the actions of healthcare professionals)	Prescribing	Numerator: AMI patients who are prescribed aspirin at hospital discharge Denominator: AMI patients alive at discharge ⁴
	Dispensing	Numerator: The number of patients who were dispensed a dose of a biguanide higher than the daily recommended dose Denominator: Patients 18 years and older who were dispensed one or more prescriptions for a biguanide during the measurement year ⁵
	Educating	Numerator: Patients who receive education/information about bipolar disorder within 12 weeks of initiating treatment Denominator: Patients diagnosed and treated for bipolar disorder ⁵
	Screening	Numerator: Patients who underwent a dysphagia screening process before taking any foods, fluids or medication by mouth Denominator: All patients aged 18 years and older with the diagnosis of ischemic stroke or intracranial hemorrhage who receive any foods, fluids or medication by mouth ⁵
	Monitoring	Numerator: The number of calendar months in which at least 1 INR measurement was made Denominator: The number of calendar months in which the patient was receiving warfarin therapy during the reporting year ⁶
	Documenting	Numerator: Number of patient records in the sample where known adverse drug reactions and medication allergies are documented Denominator: Number of patient records in the sample ⁷
Outcome (referred to the changes in individuals that can be attributed to care provided)	Changes to health status	Numerator: Number of patients with severe opioid-related constipation or fecal impaction Denominator: Number of all patients aged greater than or equal to 65 years receiving opioid treatment for pain ⁵
	Patient satisfaction	Numerator: The number of patients who indicated "Yes," "No," "Not Sure", or "Does Not Apply" to the item, "My substance use counselors understood where I was with my recovery and helped me to reduce or eliminate my drug use." Denominator: HIV positive adult patients 18 years of age and older engaged in a substance use treatment program who completed the survey ⁵

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