

Services provided by Health Quality Ontario (HQO) are designed to strengthen Health Link (HL) Communities and assist them in building cross-sector alliances that are focused on improving health system performance and effectiveness. Through patient-centred approaches to care and service delivery, HQO will mentor HL communities and help them improve the experience of care for individuals with complex care needs, particularly the 1-5% of the population accounting for 66% of health care costs.

HQO offers expertise and guidance in the development of sector-specific Quality Improvement Plans (QIPs).

### Services offered to Health Links

- ✓ Training for cross-sector teams, either virtually or in person. HQO's unique education program helps build quality improvement capacity at the local level and includes:
  - Basic curriculum for those who require an introduction to Quality Improvement methodology. Modules include: defining the problem, designing and testing solutions, implementing and sustaining change and the spread of key change ideas. This modular approach allows the curriculum to be individualized and conducted virtually as groups of learners or through self-learning.
  - Value stream mapping analysis (VSA) which guides cross-sector groups develop a common vision, identify common goals, prioritize opportunities for improvement, identify and remove waste, and develop action plans.
  - Principles and the use of measurement: data collection, data entry to HQO's web-enabled database, data analysis and interpretation, e.g. use of run and control charts and the use of stories to supplement data in results reporting.
  - Patient and family engagement through sessions including integrated teams or as independent parties getting in-person patient/client feedback.
- ✓ HQO's Champions program, which draws on the strength of subject matter and practice experts in the field to supplement HQO services. Champions complement the work of Quality Improvement coaches by teaching and modelling key concepts and practices, and mentoring participants towards the successful achievement of the Health Link goals.

## Tools Offered to Health Links

### Evidence Informed Improvement Packages (Change Ideas):

- **Transitions in Care**
  - Individualized coordinated care and discharge planning
  - Readmission Risk Assessment linked to post-discharge follow-up
  - Medication Reconciliation
- **Chronic Disease Management**
  - Proactive care planning
  - Creating multidisciplinary teams (including physician specialists) with shared accountability to provide care
  - Continuity of care within and across teams
- **Supporting Health Independence**
  - Patient is central in managing their health and health care
  - OHTAC recommendations on Aging in the Community (exercise, urinary continence, prevention of falls)
- **Long Term Care**
  - Falls Reduction
  - Emergency Department Utilization from Long-Term Care
  - Pressure Ulcer Reduction
  - Improving Continence
  - Responsive Behaviours
- **Primary Care**
  - Advanced Access and Efficiency for Primary Care practices
  - Improving access to speciality clinics and services, e.g. ambulatory clinics, congestive heart failure clinics.
  - Chronic Obstructive Pulmonary Disease
  - Asthma
  - Hypertension
  - Diabetes
  - Integrated Cancer Screening

### Institute for Healthcare Improvement (IHI) Open School:

This web-based, self-learning foundational program is recommended for completion prior to participation in HQO's basic Quality Improvement classes. The IHI Open School is sponsored by HQO for participants in HQO programs.

### Webinars:

Designed for front-line providers and their managers and related to Health Links objectives, these webinars are led by subject matter experts in processes, practices and standards, and informed by their experiences in the field.

Topics include:

- Transitions
- Chronic Disease Management
- Supporting Health Independence
- Medication Reconciliation (Institute for Safe Medication Practices)

### Quality Compass:

A web-based, comprehensive repository of evidence-informed best practices and experience based change ideas, tools and resources contextualized with relevant examples of effective implementation and success stories. This tool also outlines quality indicators and measures to support quality improvement initiatives.