

7

Innovation Projects to Inspire You

A Navigation Guide to Manageable, Meaningful
Measurement for Family Health Teams

The QIDS Innovation Fund

AFHTO's members are committed to measuring and improving the quality of the comprehensive primary care they deliver to patients. In 2014, AFHTO's Quality Improvement Decision Support (QIDS) program funded six exciting projects that were designed to support innovations that could be spread across the membership to improve capacity for measurement and improvement. Findings from these projects and one additional unfunded innovative project were presented at the AFHTO Innovations Knowledge Sharing Symposium in May 2014. Details about the projects are presented here to help other AFHTO members learn from the experience of the project teams and adapt and/or apply these findings to their own settings.

The seven projects described here are a testament to the value of getting started with something that matters, no matter how small or local it may seem. In every case, the teams set out to solve a problem related to measuring and improving the quality of care in their FHTs. Driven by their own initiative and curiosity, the teams developed concrete resources, deepened their knowledge, discovered unexpected by-products and learned valuable lessons. This package summarizes what they learned so it can be shared with the AFHTO community. We hope their experiences will inspire you to take what they have learned and make it work for you.



The Seven Innovation Projects at a Glance

Findings from the seven projects are organized according to the problems they addressed and the solutions they found. The diagram below shows how each project fits into the process of using data to improve quality.



Scan the following table to find out what each project offers you and your team. Click on the project page to learn more about:

- **Concrete resources that will help your team improve capacity for measurement.**
- **Ideas and insights to start or inform your own projects.**
- **Links to additional information.**

For more information on any of these projects, please contact improve@afhto.ca.

Lead FHT	Read more if you're interested in	What you get	What you can do
1. Champlain	Automating entry of survey data	Process for using "scanning" for data entry of paper patient surveys	Get the software to take the work out of entering data for any paper surveys or forms.
2. Dorval	Manageable, meaningful measurement	Deeper understanding of the Starfield principles	Participate in the next iteration of Data to Decisions (D2D 2.0). Visit the AFHTO Member's only page to view what is current with D2D 1.0 .
3. East Wellington	Tracking patient encounters	Electronic form	Use the form to capture and report data for MOHLTC reporting and other purposes. Expand your ability to extract data from other forms in PSS.
4. Garden City	Assessing clinician readiness for meaningful measurement	Process, questionnaire and results from one FHT	Apply the results to your own team, if you think you share enough similarities, or conduct your own survey.
5. North York	Sharing performance data between teams and organizations	Process and template for getting teams to agree to share data	Use the tools to: <ul style="list-style-type: none"> • get started with sharing data with other interested teams and/or • start developing or improve your own privacy policies and procedures.
6. Queen Square	Organizing indicators for program tracking and reporting	Tool to document and organize program goals, objectives, indicators, data sources and organize the reports that require data for those indicators	Use the tool to prompt, refine and/or document your program planning and make it easier to keep your reporting requirements organized.
7. Wise Elephant	A mobile tool for data entry and reporting	Process and app for sharing data using mobile devices	Download the app to: <ul style="list-style-type: none"> • start sharing team-level data (manually entered at this point) with other teams and/or • complete patient surveys via mobile devices.

Are you ready?

If you already know which project you are interested in pursuing, skip to the project-specific sections.

If you are not sure which project might be the right one for your team to explore, start by thinking about how ready you are to implement any of the projects (all or part) in your practice.

All of these innovation projects were useful and helpful for the teams that took them on. We have already heard that they are also useful and helpful to others. But not every team will be equally ready or interested in acting on all the areas explored in the innovation projects. To help you decide which area your team could or should move on first, consider the following questions:

- **Is your team’s ability to work on this project high or low right now? How feasible is it?**
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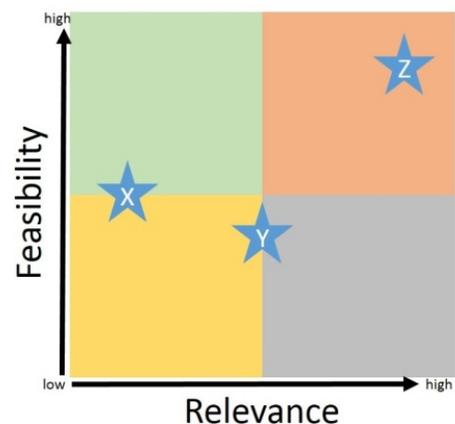
Self-assessment matrix

This matrix illustrates where three different projects might fit with respect to feasibility and relevance.

- **Project X is not very relevant to you but is moderately feasible.**
- **Project Y is more relevant but still not very feasible.**
- **Project Z is both relevant and feasible, in your opinion.**

Consider using this matrix to assess the relevance and feasibility of the projects you are examining.

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1. Automating entry of survey data



Project: Standardized patient experience survey
Leads: Karen Stanton and Bev Atkinson

How can this project help?

This project helps with automating data entry. The project team focused on a patient experience survey but the process applies to any survey or paper form that contains data that needs to be entered into computer.

What you get

- An automated approach to entering data recorded on paper forms (e.g., patient survey data, patient self-management data, etc).

To get started

You need:

- Gravic Remark Office Optical Mark Recognition (OMR)[®] 8 Software.
- Gravic Remark Web Survey Optical Mark Recognition (OMR)[®] 5 Software.

Things to think about

- Software cost is approximately \$1000.
- Process is transferable to all types of surveys and forms including patient-generated data such as self-reports or surveys.
- Scanning capability allows for quick, easy accurate collection of data.
- There may be some privacy issues for emailed surveys.

Learn more

For more information click on the links below.

- [Presentation slide deck](#)
- [Handouts](#)
- [Presentation video](#)
- Contact the Champlain QIDSS QIDSS@esfam.com

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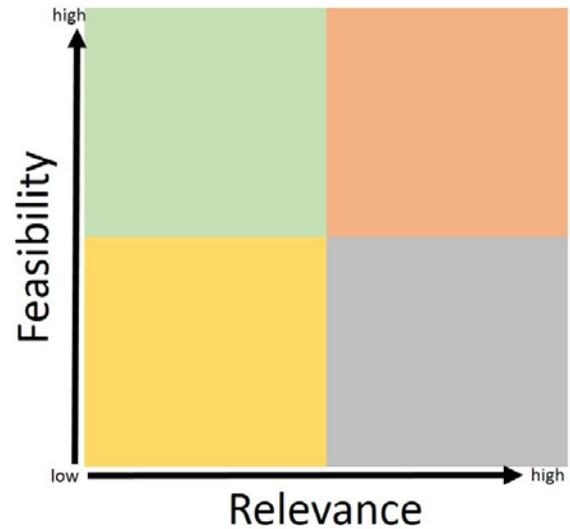
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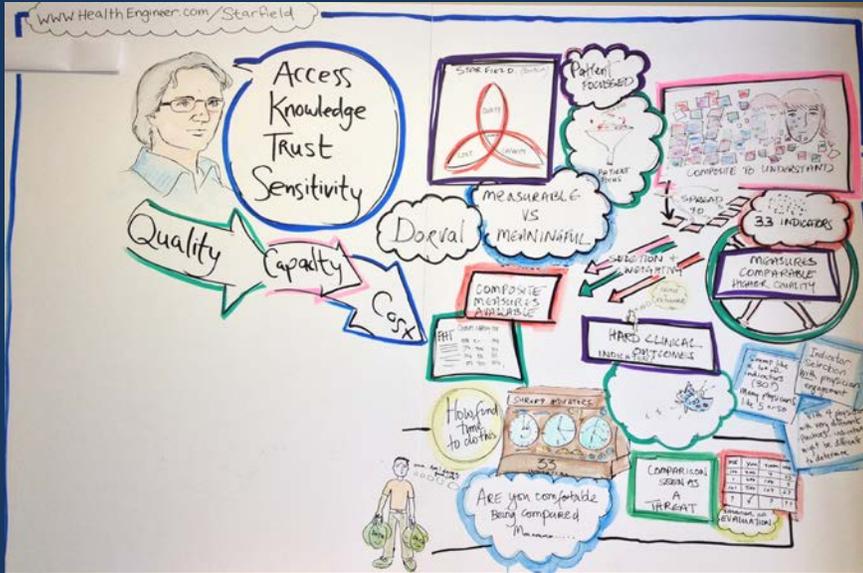
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2. Manageable, meaningful measurement

Dorval FHT



Project: Building QIDS capacity through pilot testing of the Starfield Model
FHTs: Dorval Medical, St. Michael's Hospital Academic
Leads: Dr. Rick Glazier and Dr. George Southey

How can this project help?

This project can help you with managing, measuring and comparing data on performance in Comprehensive Primary Care.

What you get

- *The Starfield Readiness Manual* explains the creation, rationale and implementation of measurement models in detail. (See the [Starfield Model](#))
- A better understanding of why your team should contribute to AFHTO's [Data to Decisions \(D2D\) initiative](#) (Click [here](#) to log in to AFHTO's member's only web page first).

To get started

- All you need is an interest in manageable, meaningful measurement of quality in primary care

Things to think about

- Indicators are not onerous to collect and provide timely, relevant data for clinicians.
- AFHTO has established necessary technical and project management supports through the [Data to Decisions \(D2D\) initiative](#) (Click [here](#) to log in to AFHTO's member's only web page first).

Learn more

For more information click on the links below.

- [Presentation slide deck](#)
- [Handouts](#)
- [Presentation video](#)
- Contact Dr. George Southey at gsouthey.md@dorvalmedical.ca or Carol Mulder, QIDS Provincial Lead, AFHTO (carol.mulder@afhto.ca).

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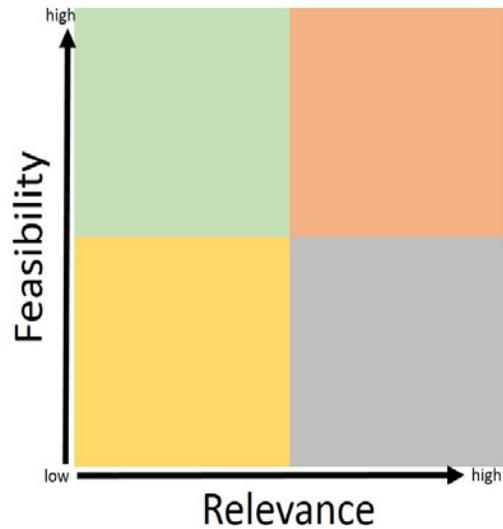
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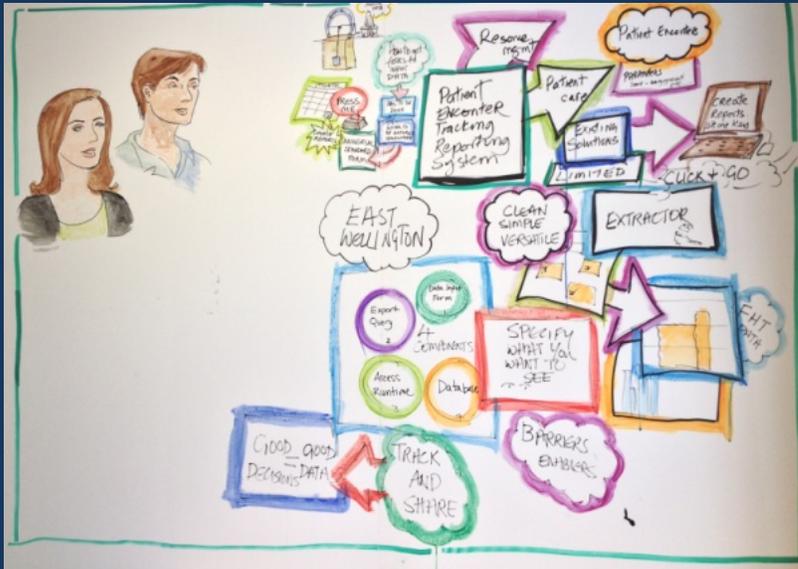


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3. Tracking patient encounters



Project: Patient Encounter and Reporting Tracking System for primary care quality improvement reporting

Leads: Michelle Karker, Kevin Samson and Hope Latam

How can this project help?

This project offers a tool to capture and extract patient encounter feedback from PS EMR.

What you get

- A simple, efficient electronic form to capture, extract and report on patient encounters from PS EMRs. Extracted data can be used in MOHLTC reports, to track follow-up encounters and gather information to support resource management and patient care.
- Preliminary data from the project that may inform discussions in your own practice.
- A model for a process that can be applied to extract data from any “custom form” you may already have created in PSS.

To get started

You need:

- Buy-in from clinicians who need to record encounter information.

Things to think about

- Electronic form is built originally for PSS but it may be possible to apply to other EMRs.
- Reporting tool is independent of EMR.
- Data extraction process is specific to PSS.
- The tool works with existing hardware.
- Software can be copied and used without cost.
- QIDS specialists can assist with installation, training and support.

Learn more

For more information click the links below.

- [Presentation slide deck](#)
- [Handouts](#)
- [Presentation video](#)
- Contact Hope Latam, hope.latam@ewfht.ca, East Wellington Family Health Team

Are you ready?

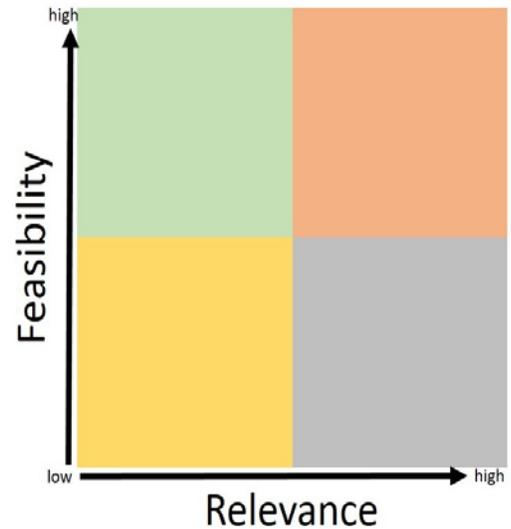
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4. Assessing clinician readiness for meaningful measurement



Project: Readiness and prioritization assessment for adoption and implementation of minimal clinical data set

Lead: Mary Keith

How can this project help?

This project helps with assessing clinicians' readiness to measure performance.

What you get

Description of results of an online questionnaire designed to:

- assess the readiness of clinicians to engage in quality measurement
- assess clinician priorities for measurement.

To get started

You need:

- Time to review the project team's results.
- Time and staffing to administer a questionnaire (contact project team for copy of questionnaire).

Things to think about

- Going through the process of assessment can build readiness for quality measurement.

Learn more

For more information click on the links below.

- [Presentation slide deck](#)
- [Presentation video](#)
- Contact Mary Keith mkeith@gardencityfht.com

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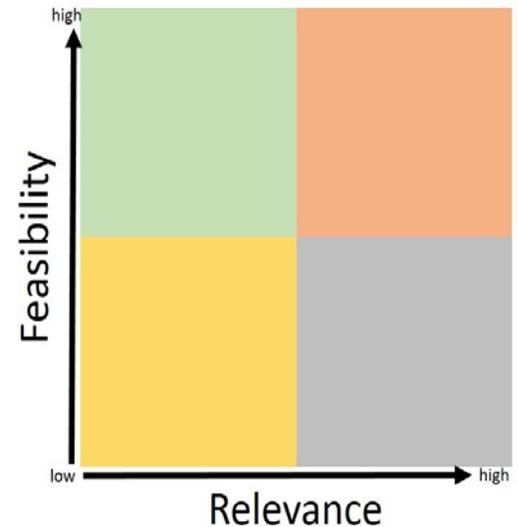
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5. Sharing performance data between teams and organizations

North York FHT



Project: QIDS based information management clusters: leveraging privacy infrastructure, standardized EMR data and scalable analytic tools for groups of FHTs
FHTs: North York, Kingston and Hamilton Clusters
Lead: Dr. Michelle Greiver

How can this project help?

This project helps with getting and documenting agreements for sharing performance data between teams and/or organizations.

What you get

- A template, process and user manual for sharing data.
- Documents supporting the development of privacy policies and procedures.

To get started

You need:

- Leadership and support from teams.
- Time, training and staff to implement and support the system.
- Participation in a reporting process that involves multiple teams. The project focused on the reporting processes of the Canadian Primary Care Sentinel Surveillance Network (CPCSSN) but could be applied to other joint reporting processes such as those that may be under development between teams in QIDSS partnerships.

Things to think about

- CPCSSN provides publicly funded, national level data that allows FHTs to compare data provincially and nationally.
- Work on privacy policies applies to any kind of data sharing such as sharing between teams involved in QIDSS partnerships.

Learn more

For more information click on the links below.

- [Presentation slide deck](#)
- [Handouts](#)
- [Presentation video](#)
- Contact Dr. Michelle Greiver at mgreiver@rogers.com

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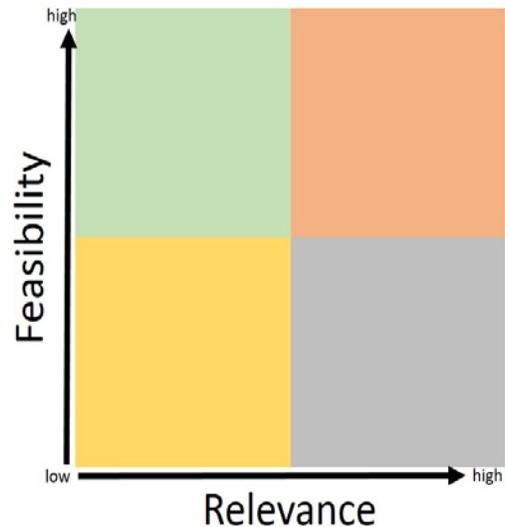
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6. Organizing indicators for program tracking and reporting



Project: Performance Management Framework and Dashboard—a data storybook and performance song sheet!
Lead: Heba Sadek

How can this project help?

This project helps FHTs to organize and manage indicators for program tracking and reporting.

What you get

- An electronic template that helps FHTs manage define, document and organize different accountability areas by organizing indicators according to what needs to be reported when and to whom.

To get started

You need:

- Input from clinicians and administrators to identify program goals, objectives, indicators and reporting requirements.
- Technical expertise to install and maintain the program.

Things to think about

- How indicators are used in your organization's program planning and reporting.
- Time and human resources needed to set up the program (contact project leads for more information).

Learn more

For more information click the links below.

- [Presentation slide deck](#)
- [Handouts](#)
- [Presentation video](#) [NOTE audio quality is poor]
- Contact Heba Sadek, Queen Square FHT at HSadek@queensquarefht.ca

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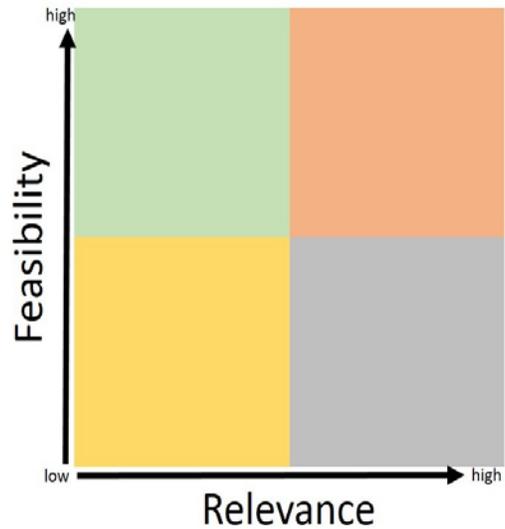
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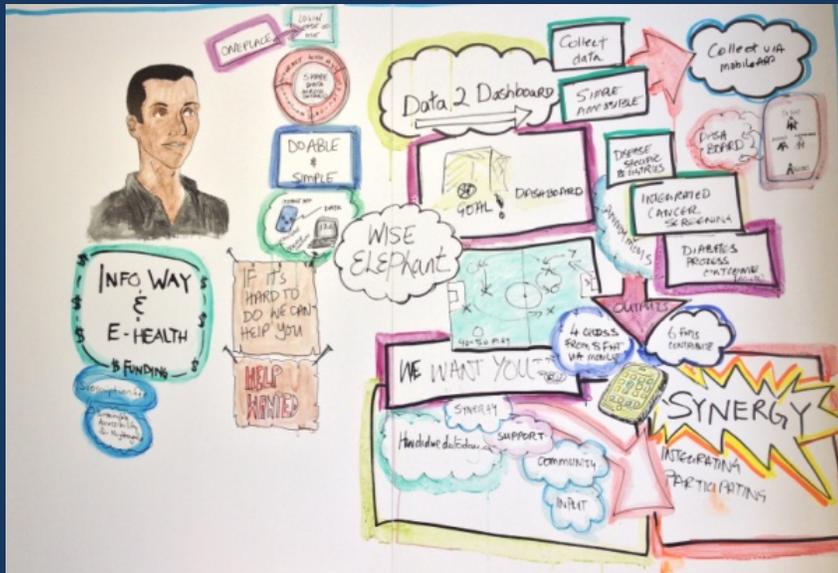
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7. A mobile tool for data entry and reporting

Wise Elephant FHT



Project: Creating the tools for fostering a culture of quality improvement in FHTs
Lead: Dr. Sanjeev Goel

How can this project help?

This project offers a mobile tool to enter and report data.

- The QIDSS App to use on your computer or mobile device to input and track team-level data and show comparisons to other participating teams.
- Access to intelliDASH to view reports.

To get started

You need:

- The QIDSS App, available for download from the Apple App store.
- A secure login for each user.

Things to think about

- The mobile app is user-friendly and enables the sharing and comparison of data.
- There may be inconsistency between teams in how data are defined by each team and there is potential for data entry error because data are entered into the app manually.
- Questions about data privacy are addressed in the presentation notes.
- The technological learning curve is eased by the united “ecosystem” of the App.
- QIDS Specialists might be the best leaders to introduce this resource to teams.

Learn more

For more information click on the links below.

- [Presentation slide deck](#)
- [Handouts](#)
- [Presentation video](#)
- Contact Dr. Sanjeev Goel, Wise Elephant Downtown Brampton FHT at Sanjeev.Goel@hqic.ca

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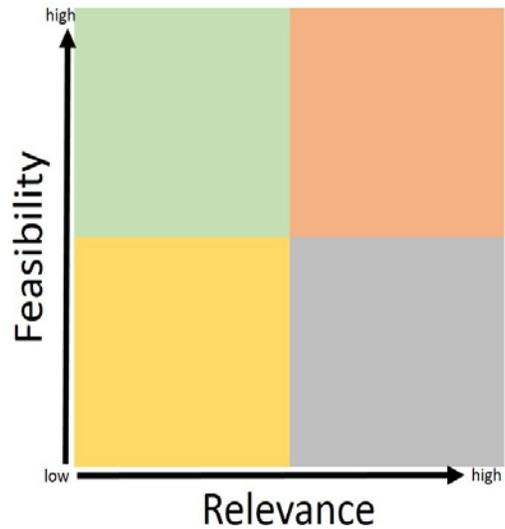
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