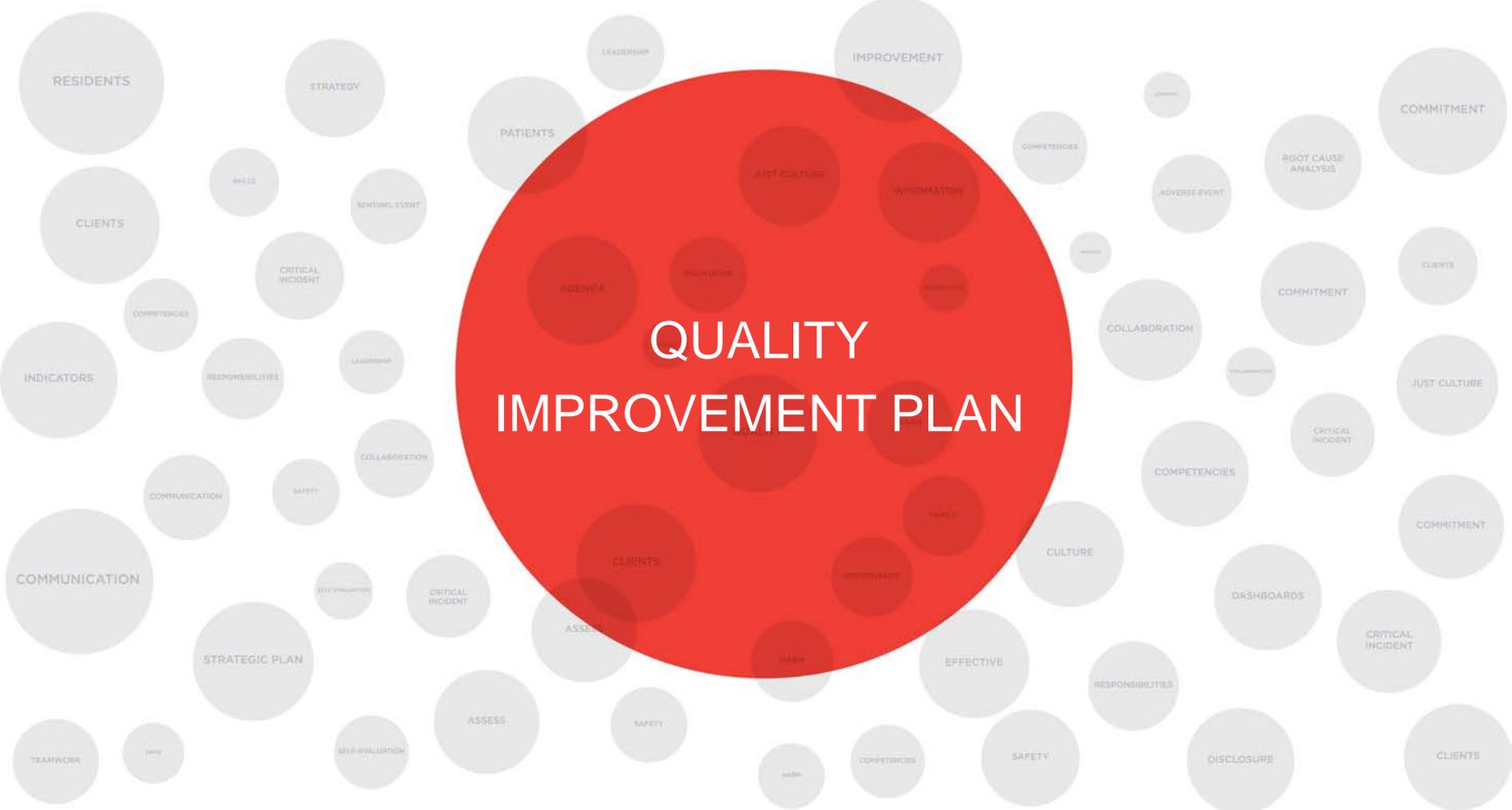


# EFFECTIVE GOVERNANCE FOR QUALITY AND PATIENT SAFETY

# CREATING AND EXECUTING A QUALITY IMPROVEMENT PLAN



## QUALITY IMPROVEMENT PLAN



# OBJECTIVE

- Identify important areas for consideration when developing a quality improvement plan

# The Quality Improvement Plan

- A documented set of commitments and actions that assist an organization meet its quality objectives and recognize the importance of integration and continuity of care;
- A powerful lever to publicly demonstrate commitment to quality and safety;
- Is directed and approved by the Board;
- Is aligned with the vision and mission;
- Is embedded into the strategic plan;

# The Quality Improvement Plan

- Has specific measures, timelines and targets;
- Is action oriented and outcome driven;
- Is clear, easy to understand and interpret;
- Is monitored and evaluated by the Board;
- Is communicated effectively both internally and externally.

# WHY QUALITY IMPROVEMENT PLAN

- Ensures oversight on quality issues affecting the organization
- Formalizes dialogue around the improvement of quality of care
- Makes quality improvement a priority for the Board and used to focus the Board's agenda
- Provides direction to the ED and organization
- Meets/prepares for, contractual requirements (FHTs, AHACs, NPLCs, CHCs).

# QUALITY IMPROVEMENT PLANS

- *All AHACs, FHTs, CHCs, NPLCs are required to:*
  - Develop an annual quality improvement plan (by April 1 of every year),
  - Focus on Access, Integration & Patient/Client Centredness
  - Submit that plan to Health Quality Ontario
- All other models of primary care can develop and submit plans on a voluntary basis

# Primary Care QIP Indicators

## ***Priority Indicators for 2014/15\****

- Timely Access to Primary Care When Needed
- Patient Experience
- Primary Care Visits Post-Discharge

## ***Additional Indicators:\****

- Emergency department visits for conditions Best Managed Elsewhere (BME)
- Hospital Readmission rate for primary care patient population
- Percentage of patient/client population over age 65 that received influenza immunization
- Percentage of patient/client population who are “up to date” in cancer screening.

***\*In Workbook***

# QIP Progress Report

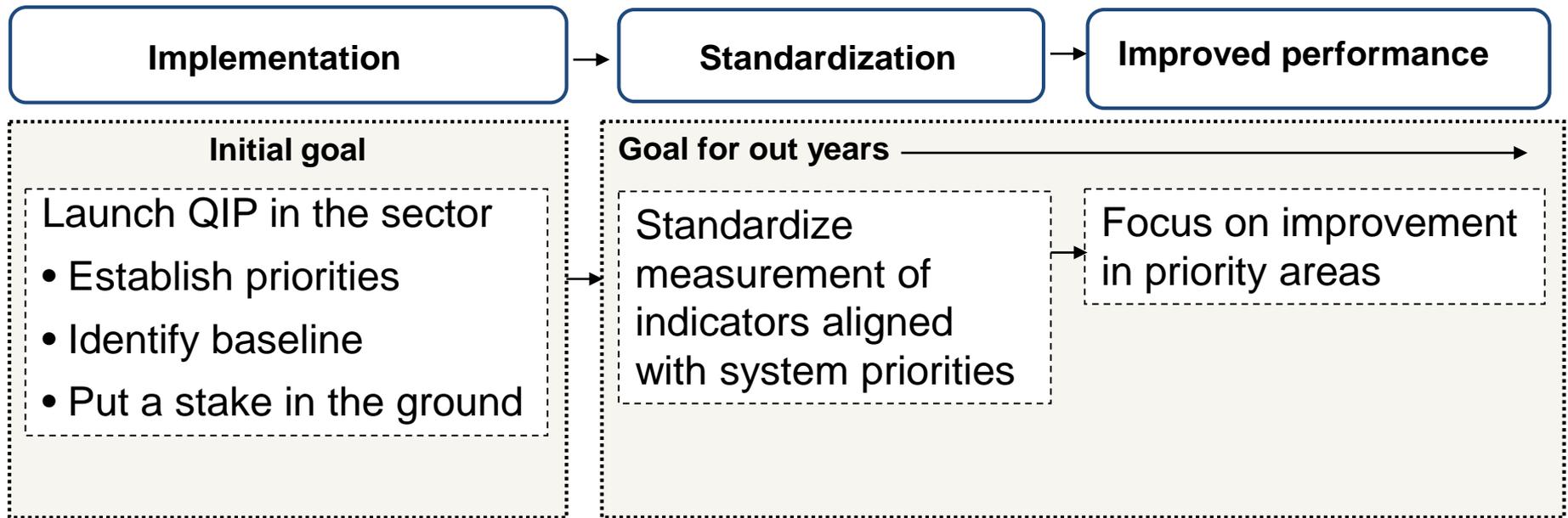
- Report on the previous year's QIP priorities and targets;
- Demonstrates commitment to uphold the principles of ECFAA including accountability, transparency and quality care.

## Information included in the report:\*

- *Priority 1 indicators from previous year's QIP*
- *Performance as stated in previous year's QIP*
- *Performance goal as stated in previous year's QIP*
- *Progress to date*
- *Comments*

*\*In Workbook*

# Vision for Quality Improvement in Primary Care



**VISION: Creating a culture of transparency and accountability for quality across the care continuum**

# THE QUALITY IMPROVEMENT PLAN

- Is directed and approved by the Board
- Is embedded into the organization's strategic plan
- Has specific measures, timelines and targets
- Is action-oriented and outcome-driven
- Is monitored and evaluated by the Board
- Creates a safe environment to promote clinical improvement

# WHAT DOES A GOOD PLAN LOOK LIKE?

Highlights from:

- McMaster Family Health Team \*
  - London InterCommunity Health Centre\*
  - Hamilton Family Health Team\*
  - Regent Park Community Health Centre\*
- 
- QIP template for primary care

*\*In workbook.*

# IMPORTANT LESSONS LEARNED

## Challenges & Opportunities

- Board Education (Quality is complex)
- Board Commitment
- Board Engagement (Generative Governance)
- Board Direction for the Quality Improvement Plan
- Board Approval, Monitoring and Evaluation of the Quality Improvement Plan
- Changing culture is a long-term process



**THANK YOU**

**QUESTIONS?**



# CAPABILITY ASSESSMENT