

Quality Improvement Plans (QIPs)

Frequently Asked Questions

Q. What is a Quality Improvement Plan?

A. A Quality Improvement Plan (QIP) is a formal, documented set of commitments that a health care organization makes to its patients/clients/residents, staff and community to improve quality through focused targets and actions. QIPs are used in many sectors to assist organizations in delivering quality programs and services.

Q. When does my organization need to submit their QIP?

A. All QIPs must be submitted by April 1, 2015. Organizations will be able to submit their QIPs via the QIP Navigator between March 1 and April 1 each year.

Q. I have questions about completing my QIP. Where can I find answers?

- A. There are four areas where you can find support and guidance for the completion of your organization's QIP.
- I. There is a comprehensive Guidance Document available on the Ministry of Health & Long-Term Care's [website](#)
 - II. The [QIP Navigator](#) has built-in help functions (see Question mark icons) to guide you through the process and provide you with helpful examples
 - III. There is a comprehensive Navigator User Manual located on the Resources page of Navigator.
 - IV. An extensive suite of resources is available on the [Resources page](#) of the QIP Navigator
 - V. You can contact an HQO QIP specialist at QIP@hqontario.ca

Q. Who is required to submit a QIP to HQO?

- A. The following organizations are required to develop QIPs and submit them to HQO by April 1 of every year:
- All public hospitals in Ontario
 - Inter-professional team-based primary care models - specifically, Family Health Teams (FHT), Nurse Practitioner-led clinics (NPLC), Community Health Centres (CHC), and Aboriginal Health Access Centres (AHAC)
 - Community Care Access Centres (CCACs)
 - All licensed Long Term Care Homes (LTCHs) in Ontario

Q. What is the submission process for 2015/16 Quality Improvement Plans (QIPs)?

A. Hospitals, primary care organizations, CCACs and LTCHs are to submit their 2015/16 quality improvement plans via QIP Navigator, Health Quality Ontario's convenient online tool, by April 1, 2015. To access the QIP Navigator, please [click here](#).

Q. Where can I find the QIP guidance materials?

A. Guidance materials are posted on the Ministry of Health & Long-Term Care's website and include the guidance document, the indicator technical specifications document, and a FAQ. [Click here](#) to visit the ministry's QIP website. Guidance materials can also be accessed from the [Resources page](#) of the QIP Navigator.

Q. Are there indicators that I am expected to include in my QIP?

A. The [Indicator Specifications](#) document describes a set of priority indicators for each sector's QIP. Each organization should review the priority indicators for their sector and determine which are relevant to them.

To support this process, your organization should also review its current performance against provincial benchmarks/theoretical best for all priority indicators. Additional indicators, relevant to your organization's quality improvement goals, can also be included in your QIP.

Hospital and Primary Care sectors have additional indicators with standard definitions that have been pre-built into the Navigator that an organization may wish to select. These additional indicators have been placed in a drop-down menu.

Q. Do I have to include all the priority indicators in my QIP?

A. For those priority indicators that you're not going to actively work on for this QIP – please only fill in the comments section. The comments section is optional, unless the user has chosen not to focus on a priority indicator. In that case, the organization is expected to provide rationale in the comments section as to why they are not focusing on that priority indicator this year - *i.e. performance levels may already be well above provincial average and approaching benchmarks; or other indicators have been prioritized within the organization as key areas to focus on at this time.*

Q. Can changes be made to a QIP after it has been submitted to HQO?

A. Although the QIP becomes read-only once it has been submitted through the QIP Navigator, organizations can still make updates to their QIPs after they have been submitted. For example, an organization may alter their change strategy if an improvement initiative was not effective. If amendments are made to a plan after April 1, HQO recommends that the most current version of the QIP be posted on the organization's website and that any changes be made apparent to the public.

Please note that any changes that are made to a QIP after the April 1 deadline will not be considered in the QIP analysis report that HQO develops each year.