

**Title slide: Throughout this video are just some of the many dedicated employees who make our work possible.**

Hi, I'm one of the many people that work at Health Quality Ontario, the provincial advisor on healthcare quality.

Here at HQO we're committed to better health for every Ontarian.

But what does better health really mean, and how do we go about achieving it?

Better health involves your personal health, and the health of the health system.

Better health is constantly evolving.

That means a health system that evolves too.

A health system that's committed to continuous improvement.

Do you know the best part of our commitment to better health?

Better has no limit.

No limit. [Repeated 3 times]

It's always improving.

Great approaches to better health care are happening across the province.

But these are often isolated efforts.

At the same time, wide and unexplained variations in healthcare delivery exist, which can have dangerous complications for patients.

Striving for better health is about bringing these pockets of excellence together, but also reducing variation and that means establishing quality as a fundamental principle of our health system.

And that's where our strategic plan comes in.

This three-year journey will create a shared understanding of quality.

An endeavour to support patients, providers, and organizations across the province in improving quality care.

To make this happen, our five strategic priorities are:

1. Empowering system-level leadership quality;
2. Enabling better decisions by increasing the availability of information;
3. Evaluating promising innovations and practices;
4. Engaging patients in improving care;
5. Enhancing quality when patients transition between different settings or types of care;

Empowering.

Enabling.

Evaluating.

Engaging.

Enhancing.

This is how we will advance better health care across the health system.

We will continue to focus on home and community care, long-term care, and hospital care.

And work to better integrate care across all sectors.

We will work closely with healthcare leaders, providers, researchers, academics, associations, colleges, and government agencies, patients, families, and the public for better health.

Because better health requires all of us and quality we can count on.

Let's make our health system healthier. [Repeated 4 times]