



# Hospital Clinical Quality Improvement Update

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# Hospital Clinical Quality Improvement Update, Spring 2024

Providing clinical quality information relevant to the hospital sector, with highlights from the Ontario Surgical Quality Improvement Network (ONSQIN), the General Medicine Quality Improvement Network (GeMQIN), and the Emergency Department Return Visit Quality Program (EDRVQP).

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## Community of Practice Highlights

### Delirium Aware Safer Healthcare (DASH) Campaign Launch

April 23, 2024, marked a significant milestone in our journey towards safer healthcare with the official launch of the Delirium Aware Safer Healthcare (DASH) campaign. The launch event drew in an impressive participation with 438 registered attendees, out of which 298 actively joined the session. The occasion was marked by enthusiasm and engagement, as evidenced by the 100% increase in Quorum Community of Practice (CoP) membership, which soared from 111 to 220 during the presentation.

In addition to the dedicated efforts of our internal team, we must acknowledge the invaluable contributions of our partners. The DASH campaign was built upon the foundation of work by individuals and groups who share our commitment to safer healthcare practices. Their expertise, insights, and resources have been instrumental in shaping the campaign’s vision and objectives. We extend our sincere gratitude to our partners for their support and collaboration.

As we celebrate this successful launch, our focus now shifts toward building upon this foundation over the next 3 years. We remain dedicated to fostering collaborative efforts across our programs and with our partners, as we continue to deliver and strengthen the DASH campaign.

#### How to Access Key Resources

- For key resources found on Quorum, start by creating your [Quorum account](#). Then visit the [DASH CoP](#) and click the “Join Group” button. Don’t forget to click on the “Subscribe to Updates” button once you have been accepted into the group.

- The recording and slides from the webinar can be found in the “Attachments” tab under “DASH related presentations and recordings” > “DASH Learning Collaborative Series”.
- Other key resources include our [DASH Teams Contact List](#), the [registration link for all the drop-in sessions](#), and the [Implementation Toolkit](#).
- The [Delirium Quality Standard eReport](#) is now live! To explore volumes and rates of delirium onset, gain access by contacting [QualityStandards@OntarioHealth.ca](mailto:QualityStandards@OntarioHealth.ca). You can then use our [eReport User Guide](#).

### ONSQIN: 2024/25 Surgical Quality Improvement Plans (SQIPs) Promote Sustainability and Reduce Waste

Twenty-seven ONSQIN teams have committed to reducing perioperative waste by participating in the *Cut the Carbon* campaign and adding a carbon-cutting initiative to their SQIP. Our SQIPs align with the [CASCADES sustainability scorecard](#) and [CASCADES Sustainable Perioperative Care Playbook](#). In our SQIPs:

- 5 teams are working on sustainability leadership
- 6 teams are working on reducing anesthetic gases
- 2 teams are working on low-value care
- 11 teams are working on reusable equipment and gowns
- 7 teams are working on environmental waste

To learn more about the *Cut the Carbon* campaign, or to get in touch with teams who are working on a similar change idea, contact [ONSQIN@OntarioHealth.ca](mailto:ONSQIN@OntarioHealth.ca).

Please also join our partners at Choosing Wisely Canada for Choosing Wisely Talks: Introducing Choosing Wisely Canada’s Climate-Conscious Recommendations.

## Mentors Wanted

As noted in our previous issue, Ontario Health has determined that all hospitals who perform more than 5,000 surgeries per year will join the National Surgical Quality Improvement Program (NSQIP). This new influx of teams means we need mentors!

“In learning, you will teach, and in teaching, you will learn.”

— Phil Collins

Participants have reported how rewarding the experience can be for both the mentor and mentee. One of our most prolific mentors, **Cristina Huffman**, Surgical Clinical Reviewer (SCR) at Niagara Health System, described her experience: “Mentoring gives me confidence and helps me expand my knowledge in abstracting and developing quality improvement ideas. I love sharing my knowledge and experience with abstracting, interpreting data, and putting data to work. I also love sharing with my mentee how to engage stakeholders and get buy-ins. It is really a win-win when you mentor – not only do you feel rewarded, but you often make a longtime friend.”

If you would like to mentor members of an onboarding team, contact [ONSQIN@OntarioHealth.ca](mailto:ONSQIN@OntarioHealth.ca).

## ONSQIN Contributor Shout-Out



*Katherine Gregory and Rochelle Rock, Clinical Nurse Educators at North York General Hospital*

In this issue, we are pleased to celebrate two “ECO-Heroes” from the North York General Hospital Surgical Quality Improvement (QI) team. **Katherine Gregory** and **Rochelle Rock** are determined to reduce hospital waste and encourage as many as they can to join them along the way. In [Episode 10](#) of our Surgical 411 interview series, we speak to these two determined nurse educators and learn how they became so passionate about sustainability and how they share this passion with others.

## American College of Surgeons (ACS) Quality and Safety Conference

The annual American College of Surgeons (ACS) Quality and Safety Conference will take place in Denver, Colorado, on July 18–21, 2024. Many of our Canadian pediatric collaborative teams have had abstracts accepted for poster and podium presentations, including the following:

- “Staying on track: creating an interactive dashboard to foster continuous improvement in surgical site infection prevention practices” by Carmina Gogal, SCR at BC Children’s Hospital
- “Shining a light on reusable OR alternatives” by Kynna Sorg, SCR at BC Children’s Hospital
- “Acute appendicitis – a systematic review, analysis and intervention to reduce length of stay” by Lori-Ann Hancock, SCR, and Claudia Malic, Surgeon Champion (SC) at Children’s Hospital of Eastern Ontario
- “Examining risk factors of hospital-acquired venous thromboembolism in a paediatric surgical population” and “Observed and perceived experiences of operating room to pediatric critical care unit handoffs” by Jennifer Lam, SC at London Health Sciences Centre

## EDRVQP Updates

EDRVQP congratulates all participating hospital sites on the high-quality annual submissions. Emergency departments (EDs) highlighted QI efforts related to diagnostic imaging, patients who leave without being seen, wait times, and provision of timely, evidence-based care. The annual report will be released in September 2024.

The Pay-for-Results (P4R) and EDRV programs are expanding in 2024 with the addition of 84 smaller volume sites. Onboarding webinars will be scheduled for fall 2024 to support these hospitals.

All participating ED teams are encouraged to join the [Provincial Emergency Services Community of Practice](#) (PES CoP) on Quorum. This CoP is a social learning platform for hospital clinicians, staff, managers, and Ontario Health to share knowledge and develop innovative approaches to delivery of emergency care. To date, the PES CoP has hosted the following 4 webinars:

- [November 2023](#): Overview of Provincial Emergency Services; successes and challenges with P4R (Ontario Health Central); and ED Peer-to-Peer Program (Zoom passcode: 9Vw1^ZQm)



- [February 2024](#): London Health Sciences Centre’s ambulance offload strategies; managing patients when you have no stretchers (Zoom passcode: xro&=777)
- [March 2024](#): The Power of Purpose; measles identification and management; Online Medical Consultation (Zoom passcode: NP%9+IE4)
- [April 2024](#): Emergency Heart Failure Mortality Risk Grade; META:PHI toolkit for alcohol-related ED presentations (Zoom passcode: n?x0MsR4)

All webinar recordings and slide decks are available on the [PES CoP Quorum website](#).

## Quality Improvement Plans (QIPs): 2024/25 Submissions Are In

On behalf of Ontario Health and the Ontarians you provide health care to, we thank you for your continued commitment to quality through your Quality Improvement Plan (QIP) submissions.

The analysis of the 1,000+ submissions received across all sectors is already underway. We look forward to sharing the results with you in the fall in new ways to promote peer learning and QI across all sectors. Stay tuned for more updates in the coming months, in addition to the priorities for the 2025/26 cycle.

Spring is the time of the year when it is important to test your planned change ideas and find out what works. There are great resources available on [Quorum](#) to support testing change ideas and implementing successful ones. Using tools like the [Plan-Do-Study-Act cycle](#) will support your team in identifying barriers and facilitators for the change ideas outlined in your QIP workplan and will help you plan for the [Implementing Change](#) and [Sustaining Change](#) phases of the QI cycle. For any questions or support regarding your QIP work, please email us at [QIP@OntarioHealth.ca](mailto:QIP@OntarioHealth.ca).

## MyPractice General Medicine Reports Have Been Released

Over the past couple of months, the GeMQIN program delivery team met individually with all 20 GeMQIN organizations (29 hospital sites) in anticipation of GeMQIN’s first engagement to tackle a quality issue in general medicine: reducing unnecessary prescribing of sedative-hypnotics for insomnia. Many common themes emerged from the conversations, including:

- Delirium and senior-friendly care are universally recognized as important QI priorities.

- In general, QI activities aimed at delirium prevention are well aligned with the strategic priorities of most organizations.
- In some cases, delirium prevention or senior-friendly care are not explicit priorities but are aligned with activities such as a focus on preventing workplace violence, improving the appropriateness of restraint use, and improving patient flow through the ED.
- There are commonly held questions about the challenges to reliably measure delirium and capture data about processes of care. In some cases, this has been a barrier for sites choosing to list this as a QIP priority.

Several activities within GeMQIN have taken place already to get us started on our journey:

- A total of 420 individual general medicine physicians and hospitalists have received at least 1 confidential, individual-level [MyPractice General Medicine report](#), providing them insight into their prescribing behaviours for select sedative-hypnotic drugs (see [DASH Implementation Toolkit, Appendix A](#) for a list of medications to review).
- **Dr. Christine Soong**, Medical Director of Quality and Safety at Sinai Health and Implementation Lead at Choosing Wisely Canada, shared her team’s lessons learned and [practical tools and strategies](#) used in implementing and sustaining improvements to reduce unnecessary use of sedative-hypnotics for insomnia, based on [Choosing Wisely Canada’s recommendations \(slides and recording\)](#). **Reminder:** all hospitals working on a Choosing Wisely Canada recommendation are eligible for earning credits toward a Choosing Wisely Canada Hospital designation. Visit the [Choosing Wisely Canada Hospital website](#) for more information.

## New Publication: Impact of the COVID-19 Pandemic on Patient Safety

This quarter, we would like to highlight the study “[The impact of the COVID-19 pandemic on longitudinal trends of surgical mortality and inpatient quality of care in Ontario, Canada](#),” published in March 2024. This article emphasizes the impact of delirium on hospital harm, exacerbated by the burden that COVID-19 put on the health care system. It revealed that delirium significantly increased the risk of harm among hospitalized patients, leading to adverse outcomes such as falls, pressure

ulcers, and urinary tract infections. These findings underscore the importance of promptly identifying and managing delirium in hospitalized patients to mitigate these risks and improve patient outcomes. Reducing the incidence and severity of delirium is a provincial priority, which has been reflected by the decision to include “rate of delirium onset during hospitalization” as an indicator on the provincial QIP.

## Reminder: Never Events Hospital Reporting Initiative

Starting January 1, 2024, Ontario hospitals were asked to begin tracking never events and collect QI information

to submit to Ontario Health. On July 1, 2024, the reporting form will open to submit information for never events occurring between January 1, 2024, and June 30, 2024. Once the reporting form is available, it can be accessed via the [Quality and Patient Safety Program CoP](#). Supporting resources and answers to frequently asked questions can also be found on the CoP website.

Ontario Health appreciates your contributions to this initiative and helping us all learn from and share QI actions to prevent future recurrences.

For questions or further information, please email us at [QualityandPatientSafety@OntarioHealth.ca](mailto:QualityandPatientSafety@OntarioHealth.ca).

## Upcoming Events

- **Provincial Emergency Services Community of Practice webinar:** May 28, 2024, at 2 p.m.
- **GeMQIN call – MyPractice Report and new sedative-hypnotic indicators:** June 18, 2024, at 12 p.m. ([register on Zoom](#))
- **Surgical Clinical Reviewer meeting:** June 20, 2024, at 12 p.m.
- **Surgeon Champion meeting:** June 25, 2024, at 7 a.m.
- **DASH Learning Session on Data Collection:** June 27, 2024, at 12 p.m. ([register on Zoom](#))
- **Canadian Pediatric Collaborative of NSQIP meeting:** July 5, 2024, at 12 p.m.
- **GeMQIN call – OurPractice Report:** July 16, 2024, at 12 p.m. ([register on Zoom](#))
- **ACS Quality and Safety Conference:** July 18–21, 2024, in Denver, Colorado
- **DASH drop-in session:** July 25, 2024, at 12 p.m. ([register on Zoom](#))
- **DASH drop-in session:** August 29, 2024, at 12 p.m. ([register on Zoom](#))

## In Case You Missed It

Recorded Ontario Health events that happened since our last edition focusing on hospital quality issues:

- [Patient Safety Culture and Building Leadership](#)
- [Hypertension Quality Standard webinar](#) (Zoom passcode: dLz&5hzW)
- [Using Data Equitably to Improve Health Outcomes – Respecting and Prioritizing Indigenous Data Sovereignty and Governance \(Part 1\)](#)
- PES CoP webinars (see [EDRVQP Updates](#))
- [DASH campaign launch](#) (Zoom passcode: 2hsl\*5z7)
- [GeMQIN call – featuring Choosing Wisely Canada’s recommendations on sedative-hypnotic prescribing and optimizing the sleep environment](#)

Email [ClinicalQuality@OntarioHealth.ca](mailto:ClinicalQuality@OntarioHealth.ca) to share your hospital’s work in the next update, or to see how you can get involved.

Learn more about the [Ontario Surgical Quality Improvement Network](#) (ONSQIN), the [General Medicine Quality Improvement Network](#) (GeMQIN), and the [Emergency Department Return Visit Quality Program](#) (EDRVQP).

Join our Communities of Practice: the [Surgical Network](#), the [General Medicine Network](#), and the [Emergency Department Network](#).

Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, [info@ontariohealth.ca](mailto:info@ontariohealth.ca)  
Document disponible en français en contactant [info@ontariohealth.ca](mailto:info@ontariohealth.ca)

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