



Hospital Clinical Quality Improvement Update

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**Ontario
Health**

Hospital Clinical Quality Improvement Update, Spring 2025

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

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DASH Campaign Update

2025 DASH Congress: System Integration Transforming Delirium Care

On April 28, the DASH program delivery team held the first annual congress celebrating our collective work toward improving delirium care for patients in hospitals across Ontario. Attendees were honoured to hear from keynote speaker **Dr. Edward Marcantonio** of Harvard Medical School, who discussed his team's innovative [research in delirium](#), the UB-CAM delirium screening app, and practical strategies to prevent and recognize delirium in hospitals.

Dr. Amol Verma and **Dr. Fahad Razak** discussed GeMQIN's commitment to delirium prevention and a new artificial intelligence tool to improve data reporting, and **Dr. Timothy Jackson** shared ONSQIN's dedication to improving delirium care in surgical settings. A lively panel discussion with representation from emergency care, geriatrics, and patient perspectives addressed how we can transform delirium care in Ontario.

We also heard from teams at **Chatham-Kent Health Alliance** and **Sunnybrook Health Sciences Centre** about their achievements in year 1 of the DASH campaign. And throughout the day, many teams highlighted their work through storyboards.

The day ended with the presentation of the "HADDY" awards to celebrate efforts to prevent hospital-acquired delirium.

The winners were as follows:

- Most engaged general medicine team: **Mackenzie Health**
- Most engaged surgical team: **Orillia Soldiers' Memorial Hospital**
- Most engaged team overall: **London Health Sciences Centre**
- Interprofessional team: **Queensway Carleton Hospital**
- Most valuable player: **Kelly Kay**
- Best storyboard: **North Simcoe Muskoka Specialized Geriatric Services**

We congratulate all teams participating in the DASH campaign for their hard work and dedication to preventing hospital-acquired delirium. We couldn't do this work without you!

The following DASH Congress session recordings are now available:

- [Opening Remarks & Land Acknowledgement](#)
- [Lived Experience Presentation](#)
- [Keynote Presentation](#)
- [Celebrating DASH Achievements](#)
- [Panel Discussion](#)
- [DASH in Practice](#)
- [The HADDYs & Closing Remarks](#)

ONSQIN Update

Cut the Carbon Campaign

March marked the end of the second year of our Cut the Carbon campaign, and we're excited to share our teams' accomplishments, as described in their annual surgical Quality Improvement Plan (QIPs).

For teams that chose Sustainability Scorecard indicators, the preliminary results are as follows:

- Sustainability leadership: 60% improved at least 1 category
- Low-value care: 100% improved at least 1 category
- Anesthetic gases: 43% improved at least 1 category
- Reusables: 79% improved at least 1 category
- Waste: 100% improved at least 1 category

ACS NSQIP Quality Verification Program Now Available to Canadian Hospitals

The American College of Surgeons Quality Verification Program (ACS QVP) provides a proven, standardized method for establishing, measuring, and improving hospital-wide quality infrastructure. The program provides an in-depth assessment at both the hospital and specialty levels. Best of all, it's free of charge! [Learn more](#) at the ACS QVP website.

Contributor Shout-Out

This quarter, we're proud to recognize ONSQIN member **Leigh-Ann Stratton**, manager of inpatient services at Orillia Soldiers' Memorial Hospital. Leigh-Ann has played a pivotal role in completing a high-impact Surgical Quality Improvement Plan (SQIP), integrating both Cut the Carbon and DASH indicators. Her leadership has not only driven meaningful change in her organization but has also gained recognition across the network. Her team's efforts were recently celebrated with a "HADDY" award for most engaged surgical team at the DASH Congress.

Join the Next Chapter of the Cut the Carbon Campaign

The Antidote to Eco-anxiety Is Eco-action!

As we begin our third year of the Cut the Carbon campaign, we encourage everyone to consider how they plan to sustain green initiatives in the operating room (OR). As we spread our "greening" beyond the OR, our monthly Cut the Carbon meetings will continue to emphasize carbon savings with an OR focus and highlight new initiatives across the country.

New Episode of *Surgical 411*

In the latest episode of the [Surgical 411 interview series](#), we sit down with **Julie Strychowsky**, an ENT surgeon at Children's Hospital, London Health Sciences Centre, who is known as the "enviro-surgeon." Julie discusses new initiatives to combine surgeries to reduce waste.

EDRVQP Update

Emergency Departments Achieve Submission Milestone with New Process

Emergency departments (EDs) across the province have reached an impressive milestone this year, with 157 hospital sites (including 82 newly onboarded smaller-volume sites) successfully submitting their narratives, and 79 large-volume sites completing about 5,000 audits by the April 1 deadline. Most teams adhered to the enhanced screening criteria, demonstrating their dedication to improving the quality of care for patients. Stay tuned for upcoming insights and themes from these audits, which will be shared in the months ahead.

Since program inception, hospitals participating in the EDRVQP have initiated and completed hundreds of QI initiatives. The [Directory of ED 2023 QI initiatives](#) includes a summary of QI initiatives that were articulated in the 2023 narrative submissions.

The 2024 QI Directory will be published in fall 2025.

Highlights from the Provincial Emergency Services Community of Practice

The Provincial Emergency Services community of practice had a record 377 attendees last month when **Linda Jorgoni**, manager of clinical programs at Humber River Health, provided a captivating presentation on targeted interventions. Her strategies to reduce the 90th percentile time to inpatient beds have significantly enhanced patient flow and care quality from EDs to inpatient settings.

Following Linda's presentation, the Ontario Health Provincial Emergency Services program, in collaboration with regional clinical leaders and experts, launched the [Emergency Department \(ED\) Leading Practices Toolkit](#). Developed through extensive consultations with clinical and administrative experts, this valuable resource offers strategies to reduce wait times and improve patient satisfaction. The toolkit is a cornerstone for advancing care quality and fostering innovation in ED operations.

P4R and EDRVQP Audit Overview Training Session

The Pay for Results (P4R) program and the EDRVQP recently hosted a training session on how to screen and audit return visit cases in preparation for return visit audit submissions from Ontario EDs in 2025/26. The session included:

- Use case demonstrations for screening and auditing return visit cases
- Accessing return visit data with iPort Access
- Navigating iPort Access to review return visit data

Dr. Deborah Schonfeld, a pediatric emergency clinician at the Hospital for Sick Children, provided valuable insights and practical tips to consider as she walked attendees through the process of screening and auditing cases. The session was particularly valuable for smaller-volume ED sites recently onboarded to P4R and EDRVQP, as well as for team members from existing P4R hospital sites new to their roles or seeking a refresher. Visit the [EDRVQP website](#) for our guidance document [How to Screen and Audit Return Visit Cases](#) and for [audit templates](#).

To view recordings of previous sessions, please visit the Provincial Emergency Services community of practice [online community forum](#), found in the “Attachments” tab.

GeMQIN Update

New GeMQIN Teams

We are pleased to welcome the following new hospitals to GeMQIN, expanding our reach and collaborative efforts across the province:

- Halton Healthcare Services: Georgetown Hospital and Milton District Hospital
- Hôpital Montfort
- North Bay Regional Health Centre
- Scarborough Health Network: General Hospital, Birchmount Hospital, and Centenary Hospital

GeMQIN Educational Webinar Series

Join us for an exciting educational webinar series hosted by GeMQIN! This series is designed for general medicine clinicians and care teams eager to enhance patient care and reduce variations in care practices. GeMQIN offers valuable resources to help members implement change initiatives in their hospital divisions and learn from peers across the province.

Our webinars will explore how to use data to identify opportunities for quality improvement (QI), share

innovative ideas and strategies to improve patient care, and empower attendees to become QI leaders in their hospitals. Every other month, we will hear directly from GeMQIN teams, who will provide insights into their successful approaches to enhancing care. Participants will also have the chance to connect with other general internal medicine clinicians, hospitalists, and hospital teams, fostering a collaborative environment.

[Register](#) for upcoming webinars today!

For more information about GeMQIN or the webinar series, please contact GeMQIN@OntarioHealth.ca.

MyPractice Reports

We are excited to share that we have been distributing *MyPractice* reports for over 5 years now! So far this year, we have distributed reports to a record 25 hospitals and will be sending reports to 4 more in June! This incredible milestone is a testament to the hard work and dedication of our teams. Thank you for being a part of this amazing journey!

Eligible general medicine clinicians at participating GeMQIN hospitals should now have received an email with a link to log in to the GEMINI portal to access their customized and confidential 2025 *MyPractice* General Medicine report. This report covers 12 months of the most recent data sent to GEMINI and gives clinicians valuable insights into their clinical practice and patient outcomes. We encourage everyone to take full advantage of these reports to continue improving quality of care.

Via the GEMINI portal, clinicians can also view previous *MyPractice* reports (if available). This feature allows clinicians to track their progress and the evolution of their practices over time. Please note that eligibility for *MyPractice* reports is based on a minimal threshold of hospitalizations attributed to the participating clinician within the reporting period.

GEMINI Research Project

Clinical care in Ontario is delivered by both academic and community hospitals, but little information is available about how these types of hospitals differ and what the implications of differences are for the training of future clinicians and patient outcomes. However, a [new study](#), coauthored by GeMQIN members, has recently been published in *JAMA Network Open*. It addresses the important question of how academic and community hospitals compare in terms of patient complexity.

Many believe that academic hospitals see more complex patients than community sites because of their locations in major urban centers, their role as sites of referral, and patient perceptions that academic hospitals provide

enhanced care. However, studying more than 1.2 million hospital visits across 28 Ontario hospitals, the study authors found that general medicine patients had similar baseline characteristics and generally similar outcomes at both types of hospitals, though academic hospitals had greater readmission rates.

This finding dispels the myth that community hospitals see fewer complex patients and highlights that the case mix at academic hospitals is broadly representative of future practice in community settings. This latter point has relevance as we consider how best to train future clinicians since most of their training occurs in academic centers.

For students to be well prepared for future practice, it is important that academic sites broadly represent Ontario's patient population, which this study has shown to be the case.

Importantly, the hospitals studied were all large urban and suburban sites, so the findings may not apply to small or rural hospitals; this is thus an important area for future research.

QIP Program Update

Thank you for your 2025/26 QIP submissions!

On behalf of Ontario Health and the Ontarians you serve, we sincerely appreciate your commitment to continuous QI. Your efforts in developing and submitting QIPs demonstrate a shared dedication to delivering high-quality care.

2025/26 was also the first year that hospitals participating in the EDRVQP (mandatory for those in the P4R program) submitted their audits via the Navigator platform as part of their QIP submissions. We appreciate your efforts to make this change in process, as well as your continued focus on delivering high-quality ED care!

Over the coming months, the QIP team will analyze more than 1,000 QIP submissions from hospitals, interprofessional primary care settings, and long-term care homes to identify key insights and trends. We look forward to sharing our findings with you.

Health Care Sustainability

New Resources and Change Ideas to Support Sustainability in Health Care

In collaboration with CASCADES (Creating a Sustainable Canadian Health System in a Climate Crisis), Ontario Health has developed new indicators and change ideas to integrate sustainability into health care QI efforts.

Sustainability is a vital component of high-quality care. Thus, embedding a "green lens" in QIPs ensures that environmental responsibility is considered alongside patient outcomes. By incorporating sustainable practices, we strengthen health care resilience and contribute to a healthier future.

Please visit the [Planetary Health Quorum page](#) to access resources and change ideas to support sustainability in your QI initiatives.

Health Care Sustainability and QI

On May 8, Ontario Health hosted a Quality Rounds Ontario session titled "Towards a Sustainable Healthcare System: A Greener Approach to Surgical Care." The session provided an overview of Ontario Health's Cut the Carbon campaign and explored the critical intersection of health care sustainability and QI, showcasing strategies to minimize surgical waste while enhancing patient-centred care. We thank our presenters, **Dr. Timothy Jackson**, ONSQIN clinical lead, and **Dr. David Smith**, general surgeon, North York General Hospital. To view a recording, please visit the Quality and Patient Safety Program [community of practice](#) on Quorum. The community of practice also provides other sustainability resources.

Never Events Hospital Reporting Initiative

The second reporting window for the Never Events Hospital Reporting Initiative closes **June 30, 2025**. For this submission, hospitals are to submit information related to never events that occurred between **July 1, 2024**, and **December 31, 2024**. We have reviewed the first set of data submissions and are currently summarizing QI learnings to share with the Quality and Patient Safety Program [community of practice](#) and with hospitals in an effort to help prevent future occurrences of never events. We are also working on a Never Events Prevention Plan; this and further resources will be made available to hospitals in the coming months.

For more information, please contact QualityandPatientSafety@OntarioHealth.ca.

Upcoming Events

- DASH campaign calls: **May 28, July 30**, 12–1 p.m. ET ([register](#))
- DASH campaign learning session: **June 25**, 12–1 p.m. ET ([register](#))
- GeMQIN educational webinar: **July 15**, 12–1 p.m. ET ([register](#))
- ONSQIN surgeon champion meeting: **May 27, June 24**, and **July 29**, 7–8 a.m. ET
- ONSQIN surgical clinical reviewer meeting: **June 19** and **July 17**, 12–1 p.m. ET
- ONSQIN Cut the Carbon meeting: **June 20** and **July 18**, 12–1 p.m. ET

Join our [Quality and Patient Safety Program community of practice](#)!

This community of practice allows cross-sector members to come together to discuss improvement opportunities and share learnings and resources on patient safety–related incidents, never events, QIPs, and other work to strengthen the culture around patient safety.

Email 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 Delirium Aware Safer Healthcare ([DASH](#)) campaign, 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: [DASH](#), the [Ontario Surgical Network](#), [GeMQIN](#), and [Provincial Emergency Services](#).