

2024/25 QIP Narrative Questions

Quality improvement plan (QIP) narrative questions enable organizations to provide context for their quality improvement work. In each section, organizations are encouraged to share details that they believe people in Ontario would like to know about.

Overview

In this section, you may wish to include a description of how you are working to improve care within your organization or an achievement your organization is most proud of. This opening paragraph will set the context for what your organization will be working toward through your QIP.

Recommended length: 250 words

NEW: Access and Flow

Optimizing system capacity, timely access to care, and patient flow ultimately improve outcomes and the experience of care for patients, clients, and residents. Health service organizations across the system, including interprofessional primary care, long-term care, and hospitals, are working in partnership and across care sectors on initiatives to avoid unnecessary hospitalizations and avoid visits to emergency departments through new models of care and by ensuring timely access to primary care providers. In this section, you are encouraged to share improvements that are supporting patient/client/resident access to care in the right place at the right time.

Recommended length: 250 words

NEW: Administrative Burden (Interprofessional Primary Care Only)

To help support the primary care priority of “patients before paperwork,” share how your organization is supporting clinicians and the interprofessional team in being able to spend more time on direct patient care by streamlining clinical and administrative work. Where possible, please provide examples of specific initiatives that:

- Enable timely patient access to specialists (e.g., implementation or use of central intake or eReferral)
- Support streamlining of medical forms (e.g., standardized notes, letters, and referrals)
- Advance use and the effectiveness of digital systems (e.g., electronic medical record workflows, secure messaging, online appointment booking)

For more information, please see the results of a [survey](#) of family doctors completed by the Ontario College of Family Physicians that outline the administrative burden being experienced and the Ontario College of Family Physicians’ Plan of Action.

Recommended length: 250 words

Equity and Indigenous Health

Ontario Health is committed to driving improved and equitable outcomes to reduce health inequities across the province. Advancing health equity for communities in Ontario requires strategic and sustained efforts. Some health service organizations have established or are developing an Equity, Inclusion, Diversity, and Antiracism workplan and First Nations, Inuit, Metis, Urban Indigenous work plan (that include existing provincial priorities such as French language health services, Disabilities Act, Black Health Plan, etc.) based on Service Accountability Agreement obligations. This is an opportunity to share your organization’s quality improvement initiatives that are driving equity and Indigenous health and Indigenous cultural safety initiatives.

Recommended length: 250 words

Patient/Client/Resident Experience

This is an opportunity for you to share how you incorporate experience information (this may include from surveys, patient/client/resident advisory committees, or other feedback you receive about care experiences and quality of life) into improvement activities.

Recommended length: 250 words

Provider Experience

It continues to be a challenging time for health care organizations with unprecedented human resources challenges. Many organizations are currently implementing innovative practices to improve workplace culture, providing recruitment incentives, and optimizing staff to the full scope of practice. In this section, you are encouraged to share how you are improving staff experience and the practices your organization is undertaking to manage current health workforce challenges.

Safety

Organizations are encouraged to use this section to share your approach or standardized process used to learn from patient safety events. It may be valuable to provide examples of any new innovations that you have used to share learnings about patient safety with patients/residents/families to prevent future occurrences?

Resources

The [Patient Safety and Incident Management Toolkit](#) from Healthcare Excellence Canada provides a set of resources that focuses on actions to take following patient safety incidents.

Join the [patient safety community of practice](#), a space for members to come together with peers across all health sectors to discuss improvement opportunities and share learnings from patient safety–related incidents.

For continued support in relation to the patient safety narrative question, please email QualityandPatientSafety@ontariohealth.ca.

Recommended length: 250 words

NEW: Population Health Approach

Population health–based approaches involve a broadening focus to include being proactive in meeting the needs of an entire population. This includes providing proactive services to promote health, prevent disease, and help people live well with their conditions in every interaction with the health system.

In this section, you are encouraged to share how your organization is working in partnership with other health system providers or for those who are part of an [Ontario Health Team](#), on population health–based approaches to care for the unique needs of their community.

Recommended length: 250 words

Executive Compensation (Hospitals Only)

Please describe how you have connected executive compensation to the indicators and targets set in the workplan of your QIP.

For information on performance-based compensation, please see the [Excellent Care For All Act](#).

Contact Information/Designated Lead

We encourage organizations to support a culture of transparency and shared learning. If you are open to having a member of the public or another organization, contact you to learn more about the activities described in your QIP, please include your name and contact information. Please note that this is optional and that anything included in this field will be publicly posted along with your QIP.

Other

Is there anything else you would like to share with people in Ontario about your organization’s quality improvement approach or activities that has not been mentioned above?

Sign-off

It is recommended that the following individuals review, approve, and sign-off on your organization’s Quality Improvement Plan (where applicable):

Board Chair _____ (signature)

Board Quality Committee Chair _____ (signature)

Chief Executive Officer _____ (signature)

Other leadership (as appropriate) _____ (signature)