

Quality Improvement Plans (QIPs)

2023/24 Program Update

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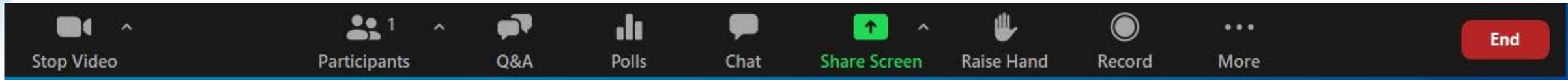
Land Acknowledgement

Opening Remarks



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How to Participate

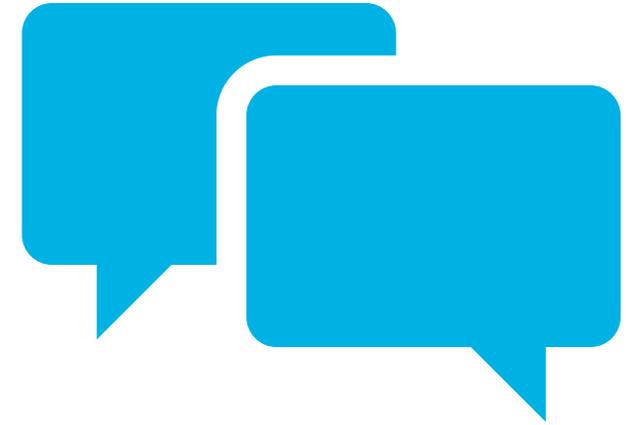


- Please post any questions you may have in the **Q&A** box
- We will address questions at the end of the presentation
- Webinar recording and slides will be posted after the webinar on [QIP home page \(click for link\)](#)

Poll Question

What health care sector do you work in?

- Hospital
- Long-term care
- Interprofessional primary care
- Mental health and addictions
- Other



Agenda

- Opening remarks
- Review goals of QIP program
- Reflecting on the 2022/23 QIPs
- Key changes to the 2023/24 QIP
 - Sector-specific indicator changes
 - Narrative revisions
- Review supports/resources

Goals of the QIP Program

- ✓ Set and advance priorities for quality improvement, both provincially and locally
- ✓ Make a difference. Achieve improvements in the quality of care across sectors through an approach that is systematic, collaborative, integrated, and demonstrates impact
- ✓ Promote quality as a strategic focus, and embed a culture of quality within organizations and among providers of care
- ✓ Accelerate organizations' ability to improve quality of care by analyzing improvement plans, sharing evidence and results that inspire further activity and results
- ✓ Foster community and patient engagement in quality

Overview QIPs and Collaborative QIPs

The cQIP is related to, but distinct from, the organization-level provincial QIP.

	Quality Improvement Plan (QIP)	Collaborative Quality Improvement Plan (cQIP)
Aim (common)	A process that both single health care organizations and OHTs work on throughout the year to systematically identify and bridge gaps in care using quality improvement and change management principles and employing an equity lens	
Description	A public, documented set of quality commitments that a health organization makes to its patients/residents/staff on an annual basis to improve specific quality issues through focused targets and actions	A formal commitment to quality that an OHT makes to its community, captured annually in a standardized format to improve system issues and share progress using focused targets and actions
Structure	A focused set of issues that organizations across the province and in different sectors of the health care system work to improve	An improvement plan that aligns provincial and local health system priorities, focusing on those populations most at risk
Focus	Organization-level or sector-level issues. Boards continue to focus on the quality of care “within their walls” and issues that impact outcomes for patients and staff	Population- or system-level issues requiring an integrated approach to improvement. OHTs are trained and coached on population health approaches, with a focus on prevention strategies

Narrative Reflections in the 2022/23 QIPs

Narrative—Overview:

Hospitals: Impact of pandemic, continued commitment to quality improvement in focused capacity (improving access, collaboration, safer practices)

Long-term care: The importance of forming external partnerships to meet the pandemic challenges

Interprofessional primary care: Commitment to quality, COVID-19 activities, and postpandemic plans

Narrative—Patient experience:

Hospitals: impact of visitor restrictions and importance of adopting alternate methods such as virtual visits, policy changes

Long-term care: described using alternate ways to engage and increase two-way communication with residents, families such as zoom and skype style connections, as well as email updates

Interprofessional primary care: resuming surveys using multiple methods, patients on committees, focus groups

Narrative—Provider experience:

Hospitals: Staff/provider wellness, workplace violence, health human resources issues, infection prevention and control, pandemic fatigue, burnout, working from home, technology to streamline workload, importance of communication to staff

Long-term care: Staff resilience and cohesiveness, with interpersonal support

Interprofessional primary care: Burnout and fatigue, with a focus on wellness activities

Workplan Reflections in the 2022/23 QIPS

Theme: Timely and Efficient Care

Hospital: Discharge summaries—improvements focused on use of digital tools for monitoring and improving discharge summary (+alignment with medication reconciliation) workflow and distribution

Long-term care: Reducing avoidable ED visits—focus was on providing and enhancing medical oversight within the home and finding ways to promote the benefits of receiving this care in the home

Interprofessional primary care: Cancer screening—focus on workflow to clear COVID-19 backlog: electronic reminder and scheduling systems

Theme: Patient/Client/Resident/Experience

Hospital: Most focused on improvements related to surveying (resuming, increase response rate)

Long-term care: Homes focused on improving data collection, increasing surveying, enhancing staff education on resident-centred care

Interprofessional primary care: Involved patients in decisions of care—focused on resuming patient surveys, discussed multiple methods to get feedback.

Workplan Reflections in the 2022/23 QIPs

Theme: Safe and Effective Care

Hospital: Workplace violence prevention—focus on prevention through training (de-escalation) and proactive approaches to identify those most at-risk (flagging, risk assessment tools)

Medication reconciliation—leverage electronic solutions (e.g., new EMRs) to embed best practices, standardize processes, and best possible medication history (BPMH) and medication reconciliation training for those involved

Long-term care: Inappropriate use of antipsychotics—focus was on accessing best practice supports and resources, such as Behavioural Supports Ontario, as well as reviewing accuracy of resident assessment data

Interprofessional primary care: Opioid prescribing—focus on acquiring data and tracking

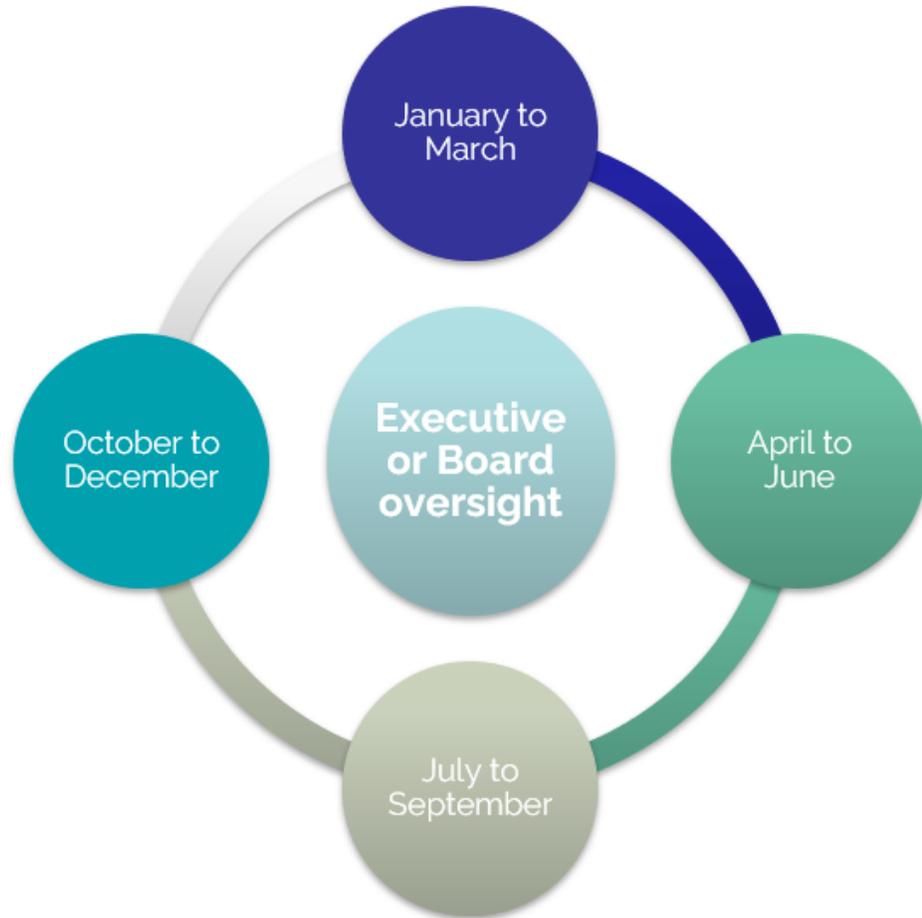
Theme: Equitable Care

Across sectors there were examples of sociodemographic data collection, data stratification for underserved populations, formal equity, diversity, inclusivity, and anti-racism training and education, with a focus on social connection and food security/sovereignty



2023/24 Quality Improvement Plans

Annual QIP Cycle for an Organization



January – March

- Review progress
- Develop the plan: What are we trying to accomplish?
- Identify opportunities for improvement
- Review data and engage key stakeholders
- Complete Workplan and Narrative
- Executive or Board sign-off
- Submit Quality Improvement Plan to Ontario Health

April – June

- Test and assess impact of change ideas

July – September

- Implement change ideas and measure/monitor outcomes and improvement

October – December

- Implement and review progress on change ideas
- Plan for continued or new priorities



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Key Changes to the 2023/24 QIPs

In response to the huge burden that COVID-19 and health human resource challenges have placed on the health care system, the QIP program has made minimal changes:

- The priority indicator matrix has been simplified based on feedback
- Organizations may continue to include cQIP indicators as custom indicators
- New Narrative section
- For those who submitted a QIP in 2022/23, a Progress Report section
- Submissions will be due by March 31, 2023

Quality Improvement Plans 2023/24

 Organizations may add custom indicators, including their OHTs' cQIP indicators, to address their own improvement opportunities for each theme, based on interest or variation in performance.

 Hospitals	 Interprofessional Primary Care	 Long-Term Care
<p align="center">Theme: Timely and Efficient Care</p> <p align="center">A high-quality health system provides people with the care they need, when and where they need it</p>		
		<ul style="list-style-type: none"> Percentage of potentially avoidable emergency department visits for long-term care residents.
<p align="center">Theme: Patient/Client/Resident/Provider Experience</p> <p align="center">Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.</p>		
<ul style="list-style-type: none"> Did patients feel they received adequate information about their health and their care at discharge? 	<ul style="list-style-type: none"> Do patients feel involved in decisions about their care? 	<ul style="list-style-type: none"> Do residents feel they have a voice and are listened to by staff? Do residents feel they can speak up without fear of consequences?
<p align="center">Theme: Safe and Effective Care</p> <p align="center">A high-quality health system works to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.</p>		
<ul style="list-style-type: none"> Proportion of patients discharged from hospital for whom medication reconciliation is provided Number of workplace violence incidents overall 	<ul style="list-style-type: none"> Percentage of non-palliative care patients newly dispensed an opioid (excluding opioid agonist therapy) within a 6-month reporting period 	<ul style="list-style-type: none"> Percentage of long-term care home residents not living with psychosis who were given antipsychotic medications
<p align="center">Theme: Equitable</p> <p align="center">Advancing equity, inclusion, and diversity and addressing racism to achieve better outcomes for patients, families, and providers is the foundation of a quality health system.</p>		

2023/24 Narrative Revision

• Overview

• Patient/client/resident partnering and relations

• Provider experience

• Workplace violence prevention **Returning**

• Patient safety **NEW**

• Health equity **Returning**

• Sector-specific fields

What Topics of Interest Would Help You Develop and Implement Your QIP?

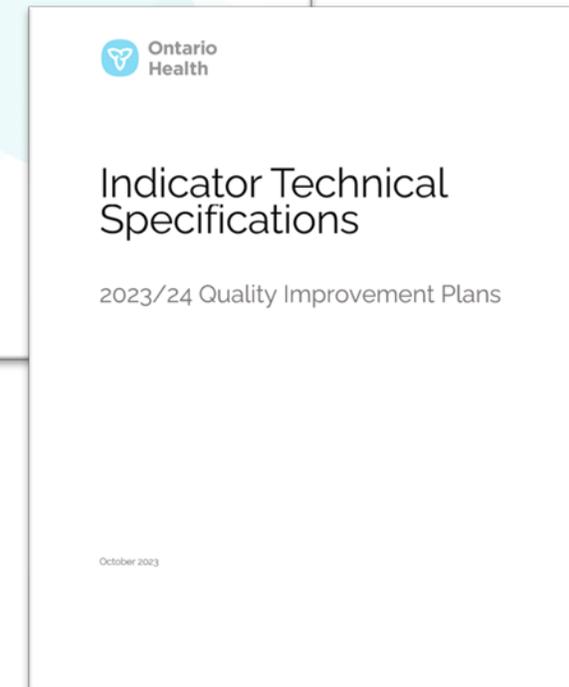
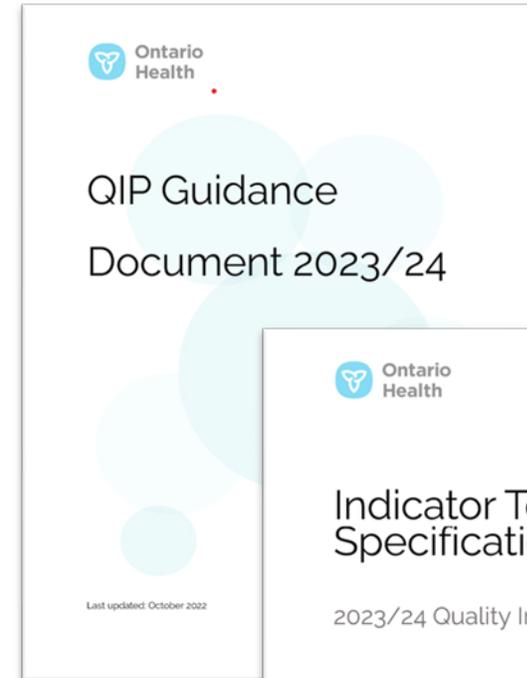
- Health equity
- Patient safety
- Evidence to practice (e.g., quality standards)
- Patient/client/resident/caregiver engagement
- Patient/client/resident/caregiver experience
- Workplace violence prevention
- Other—please type a topic in the Q&A



Resources / Supports

Available Information/Resources

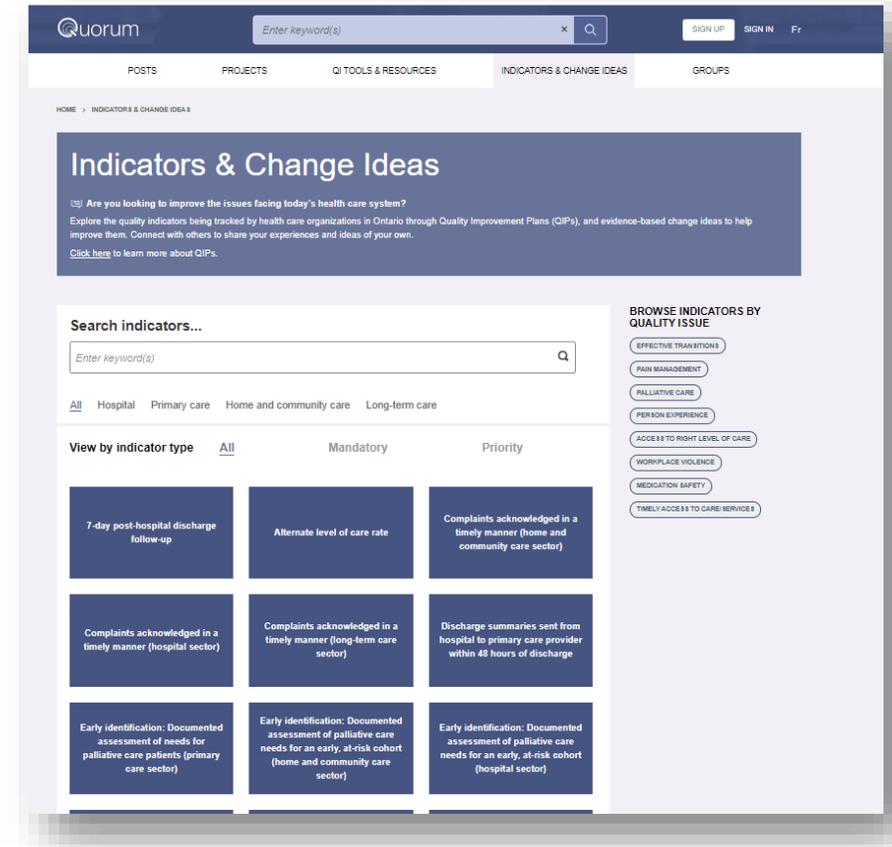
- ❑ QIP Guidance Document ([click for link](#))
- ❑ QIP Indicator Technical Specifications ([click for link](#))
- ❑ QIP Priority Indicator Matrix ([click for link](#))
- ❑ QI science videos ([click for link](#))
- ❑ QIP webinars and drop-in sessions ([click for link](#))
- ❑ Connect with a quality improvement specialist at: QIP@ontariohealth.ca



Quorum

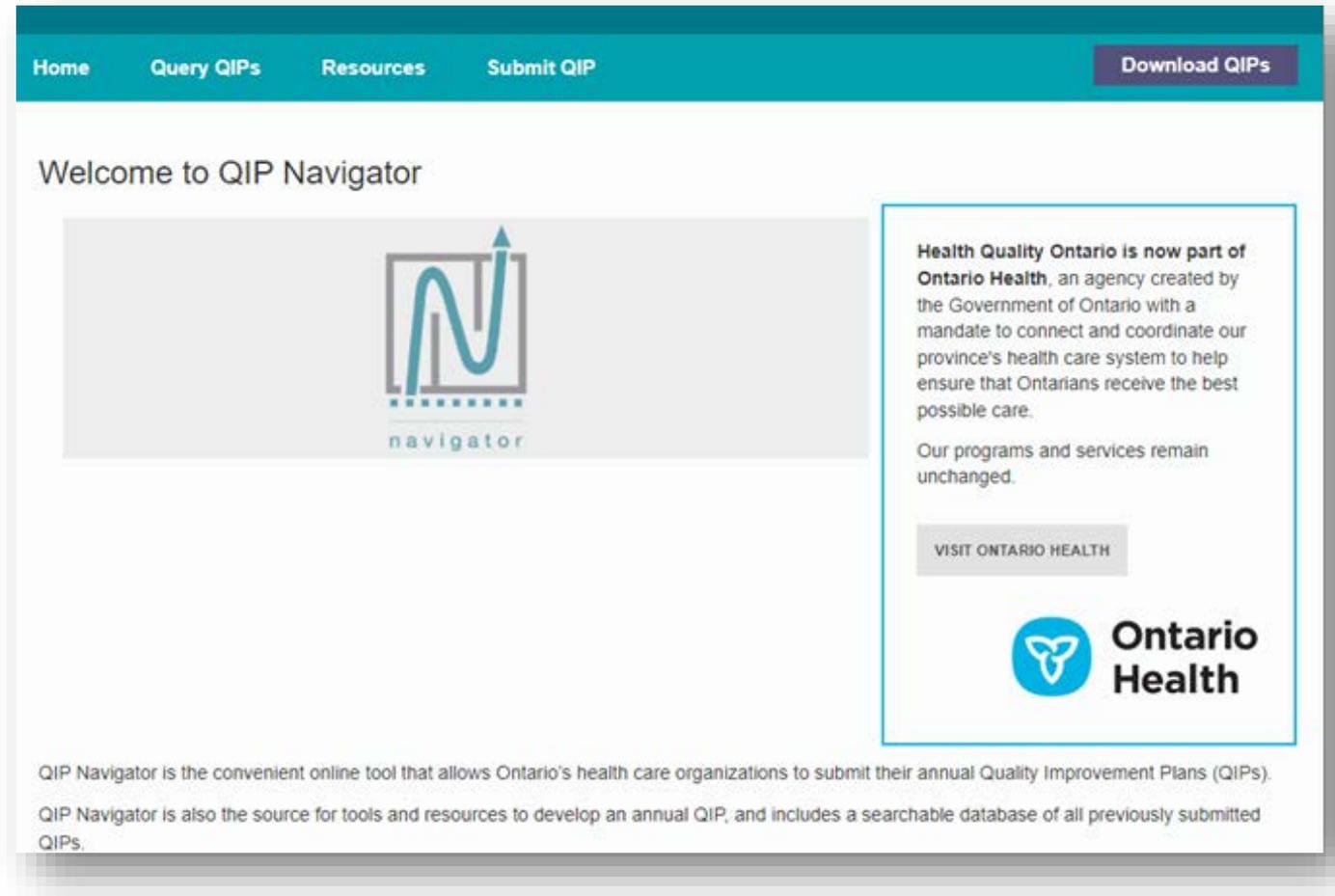
Ontario Health's [online community](#) where users learn, share, and collaborate to improve health care quality in Ontario. Includes:

- [QI tools and resources](#)
- [Indicators and change ideas](#)
 - Specific links to change ideas for QIP indicators



QIP Navigator

- Ontario Health's online tool for the development and submission of QIPs
- Expected to launch at end of November



The screenshot shows the QIP Navigator website interface. At the top, there is a teal navigation bar with links for 'Home', 'Query QIPs', 'Resources', 'Submit QIP', and a 'Download QIPs' button. Below the navigation bar, the main content area features a 'Welcome to QIP Navigator' heading. A central graphic displays the 'navigator' logo, which consists of a stylized 'N' with an upward-pointing arrow. To the right of this graphic, a text box contains the following information: 'Health Quality Ontario is now part of Ontario Health, an agency created by the Government of Ontario with a mandate to connect and coordinate our province's health care system to help ensure that Ontarians receive the best possible care. Our programs and services remain unchanged.' Below this text is a 'VISIT ONTARIO HEALTH' button and the Ontario Health logo. At the bottom of the page, there are two lines of descriptive text: 'QIP Navigator is the convenient online tool that allows Ontario's health care organizations to submit their annual Quality Improvement Plans (QIPs). QIP Navigator is also the source for tools and resources to develop an annual QIP, and includes a searchable database of all previously submitted QIPs.'

Supports: QI Programs and Upcoming Events



New: [Patient Safety Community of Practice](#) webinar (December 6; email qualityandpatientsafety@ontariohealth.ca to register)

[MyPractice Primary Care](#) webinar: Opioids (November)

[Quality Standards](#) webinar: Diabetes and Equity (November: TBD)

[Quality and Patient Safety Rounds](#) webinar: Preventing Medication Errors (November 22)

[Emergency Department Return Visit Quality Program](#)

[Ontario General Medicine Quality Improvement Network](#)

[Ontario Surgical Quality Improvement Network](#)

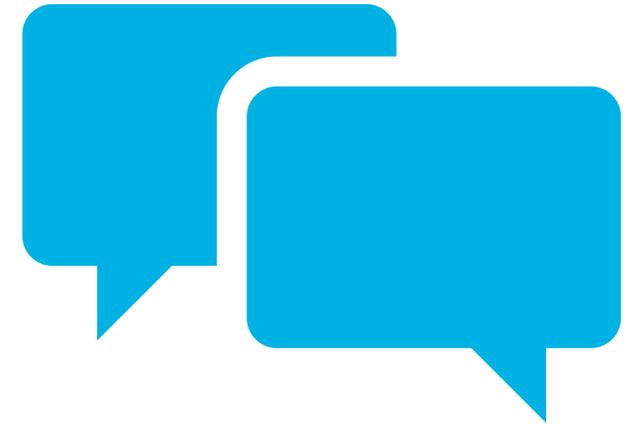
[Primary Care and Covid-19 Community of Practice](#)



Questions

Overall, how would you rate the quality of this webinar?

- Very good
- Good
- Fair
- Poor
- Very poor





Thank you