Memorandum

TO: The Boards of M-SAA Funded Mississauga Halton LHIN Health Service Providers

FROM: Angela Jacobs, Director of Transition and Quality, Mississauga Halton LHIN

DATE: February 7, 2016

SUBJECT: Guidance Resources - Governance and Quality

An organizational Quality Improvement Plan (QIP) is a formal, documented set of quality commitments that a health care organization makes to its patients, clients, residents, staff and community on an annual basis to improve quality through focused targets and actions.*

The Excellent Care for All Act (ECFA) which was enacted in June 2010, provides the foundation for health care excellence. It currently applies to all public hospitals in Ontario and states that hospitals must submit an annual Quality Improvement Plan (QIP) to Health Quality Ontario (HQO) and post it publicly. Subsequently, other organizations** are now required to submit a QIP to HQO while not included under ECFAA per se (under their S-AAs). System-wide quality improvement (QI) is the vision for all health care sectors, using the QIP as a lever for change.

With this provincial background, the establishment of a Mississauga Halton LHIN Board Quality Committee and with quality training and education provided to both Executive Directors/CEOs and Boards of our community HSPs, the Mississauga Halton LHIN Board approved the following to form part of the LHIN Specific Performance Indicators for the 2014-2017 M-SAA:

Schedule E3: Item 3n: *"Quality Plans – All M-SAA funded Health Service Providers will develop an annual HSP Board approved quality improvement plan effective April 1, 2017. This plan would be available to the LHIN upon request".*

Please note that currently the QIP is **not** to be sent to the LHIN nor to HQO.

The Mississauga Halton LHIN provided QIP education and sector engagement around quality indicator developments at a QIP Workshop for CSS and MH&A HSPs on November 2, 2016.

The Mississauga Halton LHIN is pleased to provide a list of some resources for CSS and MH&A Boards about quality and the approval of their QIP. These resources and the presentations at the February 7, 2017 Governance to Governance meeting will provide you and your board with some guidance and suggestions as you work towards your first QIP.

Questions for Boards to Consider Around Quality (HQO):

- **Improving transitions and experience across the system**: How are 'we' contributing to quality care as our patients move across the system?
- **Quality and Strategy**: How is quality a focus of the organization? Is it explicitly linked to the strategic goals?
- **Dimensions of quality**: Do our efforts to ensure quality cover the six dimensions of quality in the Quality Matters framework?
- **Involving patients**: Are patients engaged in our efforts to improve quality?
- **Routine reflection on data**: As governors, what data and information about the quality of care is reviewed? How do we compare with others?
- **Board skills**: Are board members sufficiently trained and equipped to support responsibilities related to quality as described in ECFAA?
- **Organizational skills and leadership**: What is the capacity, knowledge and skill for quality improvement in the organization?

Questions Boards Should Consider When Approving a QIP

- Is the QIP aligned to our Strategic Plan?
- Is the QIP applicable to the majority of our programs?
- For those quality improvement initiatives listed, is there a clear plan (i.e. metrics, description of initiative, most responsible person, etc.,) as well as clear measures to track improvement?
- Is measurement feasible (including validated data capture mechanism, good data quality, and benchmarked against peers)?
- Are the change ideas likely to result in improvement?
- Is the timeline appropriate:
    - Can we demonstrate improvement within 1 year?
    - Can we demonstrate improvement within 3 years?
- Will it resonate with our patients/clients/residents/community?
- Are the targets realistic vs stretch?
- What is the rationale for the target?

Resources:

Canadian Patient Safety Institute
Effective Governance for Quality and Patient Safety – Program:
http://www.patientsafetyinstitute.ca/en/education/effectivegovernanceprogram/Pages/default.aspx
Effective Governance for Quality and Patient Safety – Toolkit $50:
http://www.patientsafetyinstitute.ca/en/toolsresources/governancepatientsafety/pages/default.aspx

HQO Articles: http://www.hqontario.ca/portals/0/Modals/qi/en/imap/board.html

Governing for Quality G2G - September 17, 2014 – Presentation Slides

* HQO QIP Guidance Document
** CCAC, LTC Homes, Family Health Teams, Nurse Practitioner-Led Clinics, Community Health Centres, and Aboriginal Health Access Centres