Health Links Innovative Practices
Community of Practice

July 8, 2015
Webinar Participation

• This webinar is being **recorded**.

• All participants will be muted (to reduce background noise)

• If you would like to comment, please use chat box feature.
Webinar Panel

• Sandie Seaman – Manager of QI & Spread, HQO

• Stacey Bar-Ziv – Team Lead, Best Practice Networks, HQO

• James Mayer – Project Coordinator, HQO

• Jennifer Wraight – QI Specialist, HQO

• Gina De Souza – QI Specialist, HQO

• Laurie Hurley – QI Specialist, HQO
Learning Objectives

This webinar is designed to:

• Provide an update on Health Quality Ontario’s (HQO) work to support the spread of innovations and best practices

• Demonstrate the Innovations and Best Practices Framework

• Provide an update on the HQO Innovative Practices Evaluation Tool

• Provide an update on priority areas and supports from HQO
We want to hear from you:

Please select up to three topic areas you are interested in:

- Policy (e.g. Consent and Privacy, Governance)
- Engagement (e.g. Building Cross-Sector Teams, Physician/PT)
- Special Populations (e.g. MHA, End of Life Care)
- Patient Identification
- Transitions in Care
HQO Supports for LHINs & Health Links

• Data collection, timely reports and analysis

• The systematic identification of emerging innovations and best practices

• Dissemination of supports to assist Health Links with uptake in collaboration with the LHINs
Using Data to Support Health Link Progress

• QI RAP provides a platform for data reporting and system-wide analysis

• Sharing results across LHINs and Health Links promotes transparency and inter-Health Link learning

• Health Links can identify and connect with high performers within and outside their LHINs

• Q4 reporting through QI RAP:
  • # of coordinated care plans completed
  • # of patients attached to primary care
Linking Data to Innovation

• Data helps in the identification of areas for improvement
• Systematic identification, evaluation, and implementation of emerging innovations and best practices
• Provincial standardization of innovative practices
• Connect Health Links to share and spread ideas and learnings
• Dissemination of supports to assist Health Links with uptake in collaboration with the LHINs

Increased rate of progress and standardization with best practices across all Health Links
Coordinated Care Plans – Toronto Central LHIN

LHIN Report

Number of patients with a coordinated care plan (CCP) developed through the Health Link

From QI RAP 2015 May 5 at 11:25
HQO Innovative Practices Framework

By supporting the spread of innovations that demonstrate success, and by helping Health Links Learn from those that do not, an innovative practice framework can help Health Links optimize their performance and facilitate the consistent delivery of integrated care for complex populations across Ontario.

1) Implement a systematic approach to::
   - The identification of innovations and best practices
   - Evaluation
   - Dissemination of innovative practices
   - Measurement and reporting

2) Producing and/or collaborating on the production of practice-based guidance documents and supports (e.g., Coordinated Care Planning, Privacy)

3) Developing communities to facilitate inter-Health Link learning (including webinars and virtual platforms for collaboration) and working with the LHINS to define opportunities to support communities
Innovative Practices Framework Process

1. Topics Identified
2. Review Literature & Other Sources
3. Evaluate Innovations
4. Recommendations to Clinical Ref Group
5. CRG endorsement of recommendations
6. Measurement
7. Knowledge Translation and implementation
8. QIP
9. EBPs
10. IDEAS
## Innovative Practices – Evaluation Tool

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Quality of Evidence</th>
<th>Impact</th>
<th>Applicability</th>
<th>Transferability</th>
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<tbody>
<tr>
<td><strong>Leading Practice</strong></td>
<td>The practice has been evaluated and demonstrates sound quality improvement methodology culminating in a high-quality publication (such as systematic review or meta-analysis) or Sharing Forum Learning Collaborative (E.g., IH collaboratives). 3 points</td>
<td>These practices consistently produce results demonstrating a positive impact on project specific measures (outcome, process or balancing metrics), direct link to improved cohort/population health outcomes or improved health system performance.</td>
<td>The practice has been implemented in multiple settings, demonstrating consistent results that are sustained over a recommended period of time between 6-12 months. 3 points</td>
<td>Spread, the practice has been replicated in multiple settings, spreading outside its original setting. 3 points</td>
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<tr>
<td><strong>Promising Practice</strong></td>
<td>The practice has been evaluated through preliminary research or pilot testing/FDSA cycles and culminated in a peer reviewed publication (such as published papers, case controlled studies, descriptive papers, observational research and/or peer reviewed poster presentations at conferences). 2 points</td>
<td>Results indicate that the practice has or has begun to make a positive impact on project specific measures (outcome, process or balancing metrics), to improve cohort/population health outcomes or improved health system performance. 2 points</td>
<td>The practice has been implemented in at least one other setting other than its place of origin demonstrating consistent results that are sustained over a recommended period of time of a minimum of 3 months. 2 points</td>
<td>Results have been replicated in at least one other setting. 2 points</td>
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<td><strong>Emerging Practice</strong></td>
<td>Data has been collected from a personal source or informal observations, FDSA cycles, formal evaluation is ongoing. 1 point</td>
<td>Results are emerging and reveal that the practice might have a positive impact on project specific measures, cohort/population outcomes, health care processes or health system performance.</td>
<td>The practice has been implemented in a single environment, but is theoretically applicable to other settings. 1 point</td>
<td>Results have not been replicated elsewhere but could theoretically be replicated in other settings. 1 point</td>
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### Degree of Belief

- www.HQOntario.ca
Example of an Innovative Practice

The Timmins HL recognized the need for care coordinators to go into homes trained in interviewing and observation, with an emphasis on the social determinants of health.

Care coordinators go into homes and sensitively ask questions using the Discovery Interview Guide (tool) in order to:

- Learn about the client’s home environment
- Be better able to support clients in the achievement of their goals.

**Results:** In 30% of the cases, the solution that was identified involved services outside of the traditional health domain, such as housing, safety (e.g. police), or social services

**Outcome:** Emerging Practice
Endorsement & Dissemination

Endorsement:
• Clinical Reference Group for endorsement

Dissemination:
• Launch document and supports
• Inventory of Health Link innovations
• Continuous learning and engagement
• One-stop access for tools and resources
• Community of Practice – webinar series

www.HQOntario.ca
Current Focus: Coordinated Care Planning (CCP)

• Innovative Practices related to the CCP process have been evaluated by the Evaluation Tool to develop a *CCP Guidance Document*, which will include:
  - ✓ A standard definition of Coordinated Care Plans
  - ✓ Recommended steps to conduct CCP
  - ✓ Key lessons learned/ineffective practices
  - ✓ Tools and Resources

• Review by Clinical Reference Panel - upcoming
• Webinar series to share and learn from Health Links teams
Health Links Community of Practice: Webinar Series

<table>
<thead>
<tr>
<th>Topic &amp; Webinar Number</th>
<th>Date</th>
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<tbody>
<tr>
<td>1) CCP – Identifying the Patient</td>
<td>Wednesday August 5, 2015</td>
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<td>2) CCP – Invitation</td>
<td>Wednesday September 9, 2015</td>
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<td>3) CCP – Initial Interview</td>
<td>Tuesday September 22, 2015</td>
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<td>4) CCP – Care Conference</td>
<td>Wednesday October 7, 2015</td>
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<td>5) CCP - Maintenance &amp; Transitions</td>
<td>Wednesday October 21, 2015</td>
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There will also be a special Lunch and Learn session on Health Links at *Health Quality Transformation 2015*, which is being held on October 14 at the Metro Toronto Convention Centre.
Call for Abstracts

Category 2 – Health Links: Improving Care for Patients with Complex Care Conditions:

Abstracts in this category should demonstrate advances and innovations by Health Links communities in the provision of improved and more efficient care for patients with complex care conditions or multiple co-morbidities that can have a significant impact on the health care system and provide more integrated and appropriate care. Submissions that address the role of LHINs and inter-Link exchange are of particular interest.

Examples include:

- Optimizing outcomes for patients with multiple co-morbidities: (e.g., Utilization of Ontario’s [Chronic Disease Management Prevention Framework](http://www.hqtabstracts.ca/))
- Improved clinical outcomes (e.g., cardiac care, COPD care, diabetes management, Improved care for seniors)
- Innovative Practices in Priority areas including:
  - Coordinated care planning
  - Individualized care plans, discharge planning, innovative technologies, medication management (including reconciliation)

# Regional Quality Improvement Specialists

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<tr>
<th>Region/LHINs</th>
<th>QI Specialists</th>
<th>Email address</th>
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<tbody>
<tr>
<td><strong>Southern Ontario</strong></td>
<td>Gina DeSouza</td>
<td><a href="mailto:Gina.DeSouza@hqontario.ca">Gina.DeSouza@hqontario.ca</a></td>
<td>289-218-8216</td>
</tr>
<tr>
<td></td>
<td>Linda Hebel</td>
<td><a href="mailto:Linda.Hebel@hqontario.ca">Linda.Hebel@hqontario.ca</a></td>
<td>519-318-6578</td>
</tr>
<tr>
<td></td>
<td>Julie Nicholls</td>
<td><a href="mailto:Julie.Nicholls@hqontario.ca">Julie.Nicholls@hqontario.ca</a></td>
<td>519-502-5164</td>
</tr>
<tr>
<td><strong>Central Ontario</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Kamal Babrah</td>
<td><a href="mailto:Kamal.Babrah@hqontario.ca">Kamal.Babrah@hqontario.ca</a></td>
<td>416-571-7668</td>
</tr>
<tr>
<td></td>
<td>Laurie Hurley</td>
<td><a href="mailto:Laurie.Hurley@hqontario.ca">Laurie.Hurley@hqontario.ca</a></td>
<td>416-722-0735</td>
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<td><strong>vacancy</strong></td>
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<tr>
<td><strong>Eastern Ontario</strong></td>
<td>Monique LeBrun</td>
<td><a href="mailto:Monique.LeBrun@hqontario.ca">Monique.LeBrun@hqontario.ca</a></td>
<td>613-293-6843</td>
</tr>
<tr>
<td></td>
<td>Dana Summers</td>
<td><a href="mailto:Dana.Summers@hqontario.ca">Dana.Summers@hqontario.ca</a></td>
<td>613-327-1427</td>
</tr>
<tr>
<td></td>
<td>Jennifer Wraith</td>
<td><a href="mailto:Jennifer.Wraith@hqontario.ca">Jennifer.Wraith@hqontario.ca</a></td>
<td>647-237-0098</td>
</tr>
<tr>
<td><strong>Northern Ontario</strong></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Tracy Howson</td>
<td><a href="mailto:Tracy.Howson@hqontario.ca">Tracy.Howson@hqontario.ca</a></td>
<td>705-927-3165</td>
</tr>
<tr>
<td></td>
<td>Sue Jones</td>
<td><a href="mailto:Sue.Jones@hqontario.ca">Sue.Jones@hqontario.ca</a></td>
<td>647-523-7510</td>
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**Northern & Southern Ontario**
Manager: Shannon Brett  
Shannon.Brett@hqontario.ca  
1-866-623-5868 x299

Team Lead: Stacey Bar-Ziv  
Stacey.Bar-Ziv@hqontario.ca  
416-938-1182

**Central & Eastern Ontario**
Manager: Sandie Seaman  
Sandie.Seaman@hqontario.ca  
416-508-3115

Team Lead: Kim Kinder  
Kim.Kinder@hqontario.ca  
647-521-5109
QI RAP Webinar Reminder

Webinar Dates
• LHIN Senior Directors – Wednesday, July 15, 2015 (1:00 – 2:00 p.m.)
• Health Link Teams – Thursday, July 16, 2015 (1:00 – 2:00 p.m.)

Purpose - Demonstrate five new reports that are available to users on QI RAP:
• Data Entry Status Report
• Provincial Snapshot
• Provincial Dashboard
• LHIN Dashboard
• HL Dashboard

• If you did not receive an invitation to register for one of the QI RAP Webinars, please email HLHelp@hqontario.ca
Questions?

Reminder: Please enter comments in the ‘chat box’ function or email us at: HLHelp@hqontario.ca

• How can we best support you?

• How can we best connect you?

• Do you have any success stories or learnings to share?