

## Important Details for Developing and Submitting a Multi-sector Quality Improvement Plan

### Background

A Quality Improvement Plans (QIP) is a tool for formalizing improvement targets and activities. By design, many of the recommended priority indicators necessitate cross-organization and cross-sectorial collaboration, as well as shared improvement activities to accelerate improvement and move beyond average performance.

In Ontario, there are a number of organizations whose governance is shared between multiple sectors. For these organizations, submitting a single common QIP enables formal cross-sector collaboration in establishing shared priorities, setting annual improvement targets and identifying interconnected ideas for change.

To support this level of collaboration, Health Quality Ontario is pleased to share that multi-sector organizations that share one Board of Directors can submit a common multi-sector QIP to Health Quality Ontario for 2016/17 and beyond.

With feedback received from these multi-sector organizations and the opportunities provided via the QIP Navigator, Health Quality Ontario has developed processes to support the development and submission of a common QIP. This document outlines important technical details regarding the QIP Navigator log-in and passwords as well as the shared Progress Report, Narrative and Workplan.

Please contact [QIP@HQOntario.ca](mailto:QIP@HQOntario.ca) for more information.

### Quick Notes

- A common QIP is developed and submitted on behalf of a multi-sector organization that shares **one** Board of Directors
- Multi-sector organizations that meet these eligibility criteria should submit **one** QIP to Health Quality Ontario
- The goals of this initiative are to reflect the cross-sector collaboration that is occurring in these organizations, and to support further collaboration regarding the QIP and quality improvement activities
- To support the development and submission of a common QIP, Health Quality Ontario assumes that all multi-sector organizations have a hospital as the “lead” organization

### Logging into QIP Navigator

For log-in and password information, the QIP Navigator identifies the hospital as the lead organization, and other sectors in the multi-sector organization as the “satellite” groups. As such, the log-in and password information for the hospital must be used to develop and submit the 2016/17 QIP. Non-hospital organizations within the multi-sector organization may use their current QIP Navigator log-in information to view their historical QIPs for reference.

The quality lead, or most responsible person for QIP development for the hospital, should collaborate with colleagues in the non-hospital organizations to determine appropriate processes for (a) sharing and refreshing QIP password information and (b) co-developing their multi-sector QIP.

If a new password is needed, Health Quality Ontario will identify the hospital that was issued the original ID and password or reset the hospital credentials (upon request).

## Progress Report

When you first log in to the QIP Navigator, you will see a multi-sector Progress Report.

For the upcoming 2016/17 QIP, the collective set of indicators included in the 2015/16 QIPs (Workplan) submitted by each organization within the multi-sector organization will be “pulled” into the new multi-sector Progress Report. In other words, only one Progress Report will be developed on behalf of the multi-sector organization, with detailed input from all contributing organizations.

Ultimately, multi-sector organizations are responsible for determining how they will work together to complete the shared Progress Report, but here are some points to consider:

- The Progress Report includes all indicators that pertain to the multiple sectors in your QIP. A “sort” function enables you to arrange QIP indicators according to organization identification and sector
- The Progress Report allows all sectors to provide details about which change ideas were tested and the outcomes (adopted, amended or abandoned), as well as lessons learned
- Where possible, multi-sector organizations should identify change ideas and quality improvement activities that were shared between some sectors
- The targets, current performance data and change ideas will be pulled from the previous year’s QIP (Workplan) and auto-populated into the 2016/17 Progress Report

## Narrative

The QIP Narrative is an executive summary of the QIP. As such, it is expected to include clear information about the multi-sector organization as a whole and address integration and collaboration strategies both within and external to the organization.

Health Quality Ontario acknowledges that the Narrative for multi-sector organizations may be longer than for single organizations as there will be QIP commentary and context for the multi-sector organization as a whole and potentially for each sector.

## Workplan

The QIP Workplan for each multi-sector organization (Figure 1) is customized to include all the recommended QIP indicators for the representative sectors. QIP indicator profiles can be reviewed using sector-specific or “View All” options.

Figure 1: Example of a multi-sector 2016/17 QIP Workplan

WORKPLAN

St. Joseph's Care Group 2016/17 Quality Imp

To enter data in the Workplan, click on the cell or the "Add" button. In the Measure/Indicator

Organization: [View All](#)  
St. Joseph's Care Group (781)  
BETHANY LODGE (52025)  
HOGARTH RIVERVIEW MANOR (54472)

ID	AIM	MEASURE	UNIT / POPULATION	SOURCE / PERIOD	DRG ID
1	Reduce 30 day readmission rates for select HIGs	Percentage of acute hospital inpatients discharged with selected rBAM Inpatient Group(s) (HIG) that are readmitted to any acute inpatient hospital for non-elective patient care within 30 days of the discharge for index admission.	% / All acute patients	DAD, CHI / July 2014 - Apr 2015 (Q2 FY14-Q1 FY15)	781
2	Reduce readmission rates for patients with CHF	Risk-Adjusted 30-Day All-Cause Readmission Rate for Patients with CHF (QSP cohort)	% / CHF QSP Cohort	DAD, CHI / January 2014 - December 2015	781
3	Reduce readmission rates for patients with CHF	Risk-Adjusted 30-Day All-Cause Readmission Rate for Patients with CHF (QSP cohort)	% / COPD QSP Cohort	DAD, CHI / January 2014 - December 2015	781

In the spirit of collaboration, it is important to ensure that your multi-sector QIP includes contributions, context and indicators from each sector and, where possible, shared targets and change ideas. Organizations should add comments about their decision regarding any QIP priority indicators not included.

## Adding Custom Indicators to Your QIP

Multi-sector organizations can add new (custom) indicators to their QIP that apply to either the organization as a whole or a specific sector. When creating a new indicator, you will be asked to indicate which sector this indicator applies to: options are all sectors or a specific sector. If you choose “All,” the indicator will be created for each sector (Figure 2); distinct targets and change ideas can then be added to reflect the different needs and context for each organization within your multi-sector organization.

**Figure 2: Adding a custom measure to the QIP**

The screenshot shows a web-based form titled "Measure". A red arrow on the left points to the "Sector" dropdown menu, which is highlighted with a red oval. The form contains the following fields and options:

- Objective, Measure / Indicator**: A text input field.
- Quality Dimension**: A dropdown menu.
- Sector**: A dropdown menu with "All" selected.
- Objective**: A dropdown menu.
- Measure / Indicator**: A large text input field.
- Unit of Measure**: A dropdown menu with "o" selected, and a text input field for "If other, specify".
- Population**: A dropdown menu with "Adult long stay home care clients" selected, and a text input field for "If other, specify".
- Data Source**: A dropdown menu with "0" selected, and a text input field for "If other, specify".
- Period**: A dropdown menu with "Other" selected, and a text input field for "Please specify".
- Organization**: A dropdown menu with "Access Alliance Multicultural Health and Community Services" selected.
- Current Performance**: Radio buttons for "Collecting Baseline" and "Suppressed".
- Absolute Target**: Radio buttons for "Collecting Baseline" and "Suppressed", with a text input field for the target value.
- Relative Target**: A text input field for the target percentage.
- Target Justification**: A large text input field.

At the bottom of the form, there are five buttons: "DELETE THIS MEASURE" (red), "CLEAR ALL FIELDS" (grey), "CANCEL" (grey), "SAVE" (green), and "SAVE & CLOSE" (green). The URL at the bottom of the browser window is "MeasureDetail.aspx?SubmissionId=11287&AimId=201&adminEdit=y".

This is the first year in which multi-sector organizations can develop and submit a common QIP. Health Quality Ontario has enhanced the QIP Navigator to support this new process. Your experience and feedback regarding how it works and suggestions for making it better will be greatly appreciated. Please forward your ideas, recommendations and any questions to [QIP@HQOntario.ca](mailto:QIP@HQOntario.ca), with the subject line "QIP Navigator Enhancements."