

October 11, 2018

Dear Colleagues,

I am writing to update you on some changes to the Quality Improvement Plan (QIP) program and the implications of these changes for the 2019 QIP submission. These changes are designed to be responsive to feedback we received about the program from an external evaluation and to respect and be responsive to new health system priorities. This message includes information about the potential implications for your own quality improvement goal-setting process and QIP submission.

What did we hear?

You'll recall from our email in April that we conducted an evaluation of the QIP program in 2017/18. Thank you again to those of you who provided comments and feedback. Some of the key findings included:

- The QIP has been effective in routinizing a focus on quality in organizations, and organizations have valued Health Quality Ontario's efforts to support them in developing their QIPs. Organizations would like more support, however, in implementing the change activities in their QIPs.
- There is interest in streamlining the expectations and priorities of the QIP, both to address organizations' concerns about competing priorities and to request more support from Health Quality Ontario to help those organizations that are struggling to implement changes reflected in their QIPs. Increased alignment with other system priorities would be valuable.
- There is interest in how the QIP can better support improvements in the delivery of integrated care and the setting of collaborative cross-organizational improvement goals. Respondents recognized this is required to address challenging quality issues.

What will be changing?

Taking all these things into consideration, we are making changes to the QIP program, beginning this fall. We hope that these changes will streamline and simplify the program and will better support all of you as you work to improve care for patients across the province. At the same time, we think these changes will support the continuation of the elements of the QIP program that we heard are important to you, including routinizing the focus on quality and building a culture of quality improvement within organizations and across the system.

Some of these changes will include:

- 1) A more focused set of priorities for the program, with an emphasis on critical issues that require a cross-sector focus, such as mental health and levels of care/transitions of care. In addition, we are simplifying the overall expectations for the content of the QIP, including introducing a shorter narrative.

- 2) Greater emphasis on setting collaborative quality improvement goals for system-focused quality issues like effective transitions. Adjustments to the QIP Navigator will make it easier to reflect these collaborative goals and partnerships in your QIP.
- 3) More support for organizations to implement the quality improvement activities in their QIPs. This support will initially focus on the implementation of those critical cross-sector issues prioritized within the QIP, as well as offering support to organizations that are struggling.

What does this mean for this year?

We are actively working with the Ministry of Health and Long-Term Care to finalize the priorities and to ensure alignment with the future direction for the health system. We are targeting to release the QIP priorities before the end of December, with the QIP Navigator scheduled to open in early January.

We know that many of you are starting to work on your QIP and so are looking for this information; in the interim, we encourage you to reflect on your progress and targets from your 2018/19 QIP and use these as a starting point for your 2019/20 QIP. Given the focus on collaboration that will be highlighted in the QIP, we also encourage you to consider reaching out to your local partners to identify any opportunities to work together to define quality improvement activities that will impact how patients transition between care environments or timely access to services in the care setting that is most appropriate.

We will be offering webinars on October 18 and October 23 (both 2pm-3pm) that will provide more information about what we're envisioning should be a simplified and more valuable approach to supporting quality improvement provincially. To register for this webinar, please visit this [link](#).

In the meantime, thank you for continuing to focus on implementing the change ideas you reflected in your 2018/19 QIP. It is important work if we're to achieve improvements in care for the patients we serve.

Please don't hesitate to contact me or the QIP team at QIP@hqontario.ca if you have any questions.

Regards,



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