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November 8, 2016

Dear Colleagues,

Seven months have now passed since the ED Return Visit Quality Program in April 2016. We thank you all for your continued participation in this program as part of your efforts to improve the quality of care that you provide.

As you are aware, all participating hospitals were asked to complete a check-in survey, which was due to Health Quality Ontario on September 30, 2016. The results of this survey are encouraging, with nearly 1,000 audits completed.

Instructions regarding the requirements for the first annual submission of results, due to Health Quality Ontario by January 31, 2017, are presented below. If you have any questions about these requirements, please contact EDQuality@hgontario.ca.

Requirements for submission

Documents

Two documents must be submitted to fulfill the requirements of the program:

1. A completed audit template (distributed in April 2016 and available [here](#)) including the results of the required number of audits:
 - All return visits related to paired sentinel diagnoses flagged in your data reports
 - A selection of return visits related to any diagnosis, *up to a total of at least 25 audits*
2. A completed Narrative template (attached to this email)

All patient-identifying information must be removed from these documents before submitting them to Health Quality Ontario. Patient-identifying information that is most likely to be present in the audit template includes patient medical record numbers, names, birth dates, etc. Consult your hospital's privacy officer if you are unsure whether patient-identifying information is present in your completed template.

Results of the interim check-in in September 2016 show that some hospitals plan to conduct more than the required 25 audits this year. If you conduct more than 25 audits, please include these in your submission as well.

Sign-off by the CEO and Quality Committee of the Board

Your submission must be reviewed and approved by your hospital's CEO and the Quality Committee of the Board. If you will not have the opportunity to present the results in person before the submission date, you may report the results in writing to your CEO and Quality Committee of the Board for this inaugural submission. The CEO will need to indicate that both parties have reviewed and approved the submission by signing the indicated section of the Narrative template.

Submission process

Please submit both of these documents via email to EDQuality@hqontario.ca by January 31, 2017.

Our analysis of your submissions

Health Quality Ontario, with input from the ED Return Visit Quality Program Working Group, will analyse all of the submissions and release a report to the field in spring 2017. We would like to reiterate that we will *not* be comparing hospitals with one another with regard to performance on any aspect of this program. In particular, we recognize that return visits do not always indicate the presence of an adverse event/quality issue, and we will not be analyzing or sharing information on rates of return visits for hospitals across the province. Our analysis will focus on the most common adverse events/quality issues that have been identified across the province, as well as some of the ways in which hospitals are addressing these.

In our report to the field, we would like to share stand-out examples of how hospitals have used the program or audit results as a tool to improve the care that they provide. However, before doing so, we will connect with the hospitals where the examples originate from.

Thank you for your enthusiastic participation in this important program. We look forward to receiving your submissions this January.



Lee Fairclough
Vice President, Quality Improvement
Health Quality Ontario

cc: Dr. Howard Ovens
Chief, Department of Emergency Medicine, Sinai Health System
Professor, Department of Family and Community Medicine, University of Toronto
Toronto Central LHIN Lead for Emergency Medicine and Ontario Provincial Lead
Co-Chair ED Return Visit Quality Program Working Group