Hospital Clinical Quality Improvement Update

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Ontario Health

Hospital Clinical Quality Improvement Update, Winter 2024

Providing clinical quality information relevant to the hospital sector, with highlights from the Ontario Surgical Quality Improvement Network (ON-SQIN), the General Medicine Quality Improvement Network (GeMQIN), and the Emergency Department Return Visit Quality Program (EDRVQP).

Community of Practice Highlights

Micro-Collaboratives: Leveraging Data to Improve Patient Outcomes

ON-SQIN teams are noted for their willingness to share successes and lessons learned. However, sharing data can be tricky. To better use National Surgical Quality Improvement Program (NSQIP) data as a tool to reduce adverse events and improve patient outcomes, ON-SQIN established "micro-collaboratives" based on surgical type. Members of each micro-collaborative share their improvement data with each other, as well as quality improvement implementation strategies and the latest research. The first of these micro-collaboratives was the NSQIP Pediatrics. Since its inception, this group has expanded to include pediatric surgical teams across Canada with a focus on surgical site infection (SSI) reduction. Most recently, this group has been challenged with implementing sustainable OR practices.

Last year, the General Surgery and Neurosurgery micro-collaboratives were established. These groups meet monthly and are well attended by surgeons and other clinicians. If you would like to join one of these groups or are interested in starting a micro-collaborative with another surgery type, contact ONSQIN@Ontariohealth.ca.

Mentors Wanted!

Due to the positive impact ON-SQIN has had in Ontario, Ontario Health has determined that all hospitals who perform more than 5,000 surgeries per year will join NSQIP. We are excited to onboard an additional 10 large-volume surgical centres to the ON-SQIN program. This commitment will improve surgical care quality and ensure that more than 80% of surgeries are completed in hospitals benefitting from participation in the program.

Our mentor program for new surgical clinical reviewers (SCRs) and clinicians has been well received and helped many new surgical teams get up and running with NSQIP in a timely and efficient manner. Participants have reported how rewarding the experience can be for both the mentor and mentee. If you would like to mentor members of an onboarding team, contact ONSQIN@ontariohealth.ca.

ON-SQIN Contributor Shout-Out

This quarter, we recognize a long-standing ON-SQIN member. **Diane Smallman** has been an SCR with the Ottawa Hospital since 2010, before ON-SQIN was established. We're grateful for her wisdom and insight on the SCR calls, her help in establishing the network, and for the new SCRs she has mentored along the way.

EDRVQP Updates

We are thrilled to welcome **Dr. Sameer Masood** to the Program, alongside Dr. Olivia Ostrow, as Program Clinical Co-Lead. Sameer is an emergency physician at University Health Network and has a passion for quality improvement, clinical effectiveness, and the integration of health technology into clinical care.

Congratulations to the 76 hospital sites participating in the EDRVQP for submitting your annual EDRV audits and narratives. Despite challenging clinical environments and human resource constraints, hospital EDs continue to provide excellent care while continuously looking for ways to improve the care provided. The Ontario Health Clinical Quality team is currently analyzing all submissions and will share a summary in September 2024.

Provincial Emergency Services Community

In November 2023, the Ontario Emergency Services Community of Practice (CoP) was launched. The CoP is a shared space for interprofessional emergency department (ED) clinical and leadership teams from across the province. The community meets monthly to support knowledge exchange and dissemination of best practices by providing access to key resources, subject matter experts, and Ontario teams working on improving emergency care.

Visit the Ontario Emergency Services Community of Practice on Quorum to learn more, create an account, and stay connected!

Achievements and Accomplishments

Congratulations to internist and GeMQIN Physician Champion **Dr. Lauren Lapointe-Shaw** on receiving a 2024 PSI Graham Farquharson Knowledge Translation Fellowship. Dr. Lapointe-Shaw's work will focus on eliciting patient and care partner priorities for improvement on general medicine hospital wards in order to drive quality improvement that is aligned with their preferences.

"Patients and caregivers are a primary source of wisdom about how their healthcare could be better. This project puts them in the driver's seat, identifying which areas of care should be improved first."

– Dr. Lauren Lapointe-Shaw

This work is built on the GeMQIN/GEMINI network and is a great example of Ontario Health and GeMQIN supporting a broader body of scholarship to improve hospital care.

GeMQIN Practice Reports

GeMQIN teams have been preparing their data and diligently working with GEMINI in anticipation of the MyPractice General Medicine and OurPractice General Medicine practice reports, which will release in April 2024 and June 2024, respectively. Updates to this year's GeMQIN practice reports will include a new indicator on prescribing patterns of sedative-hypnotics, in alignment with the Delirium Aware: Safer Healthcare (DASH) Campaign, as well as a toggling feature to understand advanced imaging tests ordering patterns both separately and combined for CT, MRI, and ultrasound. In addition, GeMQIN teams will be able to access their current and all historic GeMQIN practice reports anytime they choose via a web-based portal being rolled out this year. Remember that any physician or physician group can use their quality improvement work related to their GeMQIN practice reports for their CPSO QI requirements. The GeMQIN Action Plan template has been designed to align with the CPSO project proposal requirements.

Alternate levels of care (ALC) and actions for medicine

In December 2023, **Dana Corsi** from Ontario Health delivered an engaging and informative presentation to the general medicine community on the ALC leading practices framework and how it has evolved, and provided insight into the pan-region approach to implementing the ALC Leading Practices Guide. Participants indicated that they wanted to learn more about this work and how it can be connected to their work with the DASH campaign. The slide deck and recording (embedded on the title slide) are available via the GeMQIN Community of Practice on Quorum.

Feature: Delirium Aware: Safer Healthcare (DASH) Campaign

Ontario Health invites you to participate in a new campaign focused on reducing hospital-acquired delirium.

The Delirium Aware: Safer Healthcare (DASH) campaign is a multi-year quality improvement campaign that builds toward reducing hospital-acquired delirium across Ontario by initially focusing on 3 specific change ideas:

1) Cautious prescribing of medications that increase delirium risk
2) Optimizing sleep environment
3) Promoting discussion of delirium in huddles

The following years will build toward future delirium interventions.

Launching in April 2024, Ontario Health will host a learning community that will offer all participants an opportunity to learn from peers and experts across the province through a multifaceted approach, including virtual "live" touchpoints, access to discussion forums and a repository of resources, flexibility with drop-in sessions, and opportunities to build peer-mentoring relationships with a common goal of improving patient safety and reducing hospital-acquired delirium.

Any hospital interested in reducing hospital-acquired delirium or already working on reducing hospital-acquired delirium can participate. Year 1 of the campaign focuses on cautious prescribing and optimizing sleep, but any focus on hospital-acquired delirium is welcome.

How to Join the DASH Campaign

1) Sign up for DASH Community of Practice (CoP) on Quorum. If you are signed up for Quorum, you will automatically receive all future campaign communications.
2) Email ClinicalQuality@ontariohealth.ca to express your interest in participating in the campaign.

Getting Started

Once you've joined the DASH CoP or expressed interest by email, prepare your hospital for participating in the campaign by aligning your resources and do one or more of the following:

1) Engage your senior leadership to include it in your quality improvement plan (QIP).
2) Connect with your ALC leading practices team to determine opportunities to work together.
3) Find out if your hospital participates in ON-SQIN or GeMQIN to identify collaboration opportunities.
4) Use the promotional deck to pull together a delirium implementation team.

Upcoming Events

- **Provincial Emergency Services meeting:** February 21, 2024, at 2 p.m.
- **Canadian Pediatric Collaborative of NSQIP meeting**: March 1, 2024, at 12 p.m.
- **Surgical Clinical Reviewer meeting:** March 21, 2024, at 12 p.m.
- **Surgeon Champion meeting:** March 26, 2024, at 7 a.m.
- **Quality Grand Rounds:** March 26, 2024
- **DASH campaign launch:** April 2024
- **Surgical and Hospital Quality Improvement Plan submission**: by April 1, 2024
- **MyPractice General Medicine Practice Report release:** April 2024
- **OurPractice General Medicine Practice Report release:** June 2024
- **Release of the next Clinical Quality Update:** June 2024

Join our Quality and Patient Safety Program Community of Practice (CoP)!

This CoP gives cross-sector members the opportunity to come together to discuss improvement opportunities and share learnings and resources around patient safety-related incidents, never events, quality improvement plans, and other work to help improve the culture around patient safety.

Please email ClinicalQuality@ontariohealth.ca to share your hospital's work in the next update, or to see how you can get involved.

Click on our hyperlinks to learn more about the Ontario Surgical Quality Improvement Network (ON-SQIN), the General Medicine Quality Improvement Network (GeMQIN), and the Emergency Department Return Visit Quality Program (EDRVQP).

Join our communities of practice: the Surgical Network, the General Medicine Network, and the Emergency Services Network.