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COLLABORATIVE

QUALITY IMPROVEMENT PLANS 2023/24:

Frequently Asked Questions

Building on 2022/23 Plans

Last Updated January 26, 2023

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Purpose

This document is intended to supplement information found in the Collaborative Quality Improvement Plan (cQIP) Guidance Document for Ontario Health Teams (OHTs) that are developing or implementing their cQIP.

Online Resources

OHT cQIP Leads and other OHT partners are encouraged to join the [cQIP Community of Practice](#) on the [OHT Shared Space](#). The OHT Shared Space is an online platform dedicated to resource sharing and discussion and supports teams' journeys toward integrated care and achieving the quadruple aim in Ontario. The space will be the primary hub for resources and information sharing for cQIPs.

As more information becomes available, this document will be updated and posted in the [cQIP Community of Practice](#).

Frequently Asked Questions

General

1. Are OHTs required to submit cQIPs?

Yes. The development and implementation of cQIPs is a key component to advance the OHT model. As outlined in each team's Implementation Support Funding Transfer Payment Agreements (TPAs), each approved team must have a cQIP in place that includes indicators and targets to measure efforts to improve care for the team's target population(s). Just as quality improvement is a continual process of design, implementation, monitoring, and evaluation, the cQIP process is considered an ongoing commitment. As such, OHTs are expected to submit a cQIP to Ontario Health through the Navigator platform by March 31 each year.

2. Will organizations within an OHT still be required to develop organizational-level QIPs?

Yes. Organizations that are currently required to complete an organizational [quality improvement (QIP)](#) must continue to develop and submit QIPs to Ontario Health, even if they are part of an OHT completing a cQIP.

The cQIP and QIP programs share a similar aim: to drive quality improvement while meeting the unique needs of partners within a transforming health system.

These two programs leverage slightly different approaches. The QIP focuses on quality issues at an organizational level, while the cQIP focuses on quality issues at a population health level for an integrated team of OHT partners to address collaboratively. We encourage organizations and OHTs to explore how the QIP and cQIP can align and complement each other to advance improvement around a common aim.

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3. How do the areas of focus and indicators for cQIP align with an individual organization's QIP requirements?

The continued areas of focus and associated indicators for the cQIP are aligned with the COVID-19 recovery work. There is also added flexibility this year to incorporate local priorities or integrate your collaborative improvement work related to other system priorities under the existing areas of focus (for example as custom indicators). The areas of focus and indicators for the QIP are quality issues that been particularly impacted by COVID-19 and need attention to help support health system recovery. More information about QIP indicators are provided on our website in [English](#) and in [French](#). Individual organizations that are part of an OHT and wish to reflect their cQIP work in their QIP may choose to include the cQIP indicators in their organizational QIP as custom indicators.

4. Will the cQIPs be publicly posted?

Yes. Once teams have fully submitted their cQIPs, they will be accessible through the new QIP Navigator platform, using the [Download QIPs](#) or [Query cQIPs](#) functions, which provide the option to search and download cQIPs submitted. Access to these functions within Navigator does not require a password and is open to OHTs, partner organizations, and members of the public. We encourage organizations and OHTs to read cQIPs and QIPs from other OHTs, organizations, or peers in their region to explore opportunities to collaborate and share learnings across the province.

5. How would a new OHT collaborate with its partners to create a cQIP? Do all OHT partners needs to be involved?

It may be helpful for your OHT to review your Collaborative Decision-Making Arrangement (CDMA) to consider how the team has agreed to address quality monitoring and improvement. It may also be helpful to create a cQIP working group or an OHT quality committee, and schedule regular meetings to develop and monitor your plans and progress on your cQIP over the year. The working group should:

- Represent your partners within the OHT
- Include diverse representation from your community, including patients
- Apply an equity lens when identifying quality improvement activities
- Ensure perspectives of equity-deserving communities (e.g., Indigenous, racialized, and Francophone populations, groups most impacted by social determinants of health)

The working group may be an opportunity to engage with new system partners that are not currently part of your OHT on the change initiatives identified within your team's cQIP. You are encouraged to identify opportunities to engage with partners when planning for, or completing, your cQIPs.

6. Are there instructions for creating a cQIP?

Ontario Health has developed a number of documents to support the cQIP development process. Visit the [cQIP Community of Practice](#) on the [OHT Shared Space](#) to access the most up-to-date versions of the Indicator Technical Specifications and cQIP Guidance Document, which will help to guide your cQIP development.

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Areas of Focus and Indicators

7. How were the areas of focus and indicators selected?

The cQIP areas of focus were chosen as health priorities for people in Ontario to support COVID-19 recovery challenges and align with priority populations. Recognizing ongoing system challenges and based on feedback from the field that OHTs are evolving at different rates and ongoing collaboration for large scale improvement takes time the **three provincial areas of focus and the five indicators will remain the same for 2023/24.**

8. Are the areas of focus mandatory?

To support ongoing improvement and learning, your OHT will be required to have a refreshed cQIP in place by March 31, 2023, and you are encouraged to continue and build on work already started or expand your plan to reflect new or emerging improvement opportunities. For example, where goals have not yet been achieved, your OHT may choose to continue with existing improvement initiatives. Your OHT may choose to integrate your collaborative improvement work related to other system priorities, including clinical pathways (as identified by the Ministry of Health in their OHT webinar on Nov 30, 2022, and/or include local priorities or complementary improvement activities into your cQIP. OHTs that choose to do so may categorize this work under one of the areas of focus with a cQIP indicator or may use the "custom indicator" field to indicate how your improvement efforts (aligned to system priorities) will be measured over the fiscal year.

Note that integrated clinical pathways align to the cQIP area of focus aimed at *improving overall access to care* in the most appropriate setting by developing new or revising existing pathways to reflect the full patient journey. This includes identifying opportunities to strengthen both upstream services like screening and prevention, and downstream services like community management and recovery at home.

Please visit one of our [cQIP support drop-in sessions](#) if you have questions about using and inputting custom indicators (registration required). Or learn from other OHTs by posting a question or comment on the [cQIP Community of Practice](#).

9. Are OHTs expected to continue reporting on their OHT-specific implementation indicators?

Yes. Reporting of OHT-local indicators identified as part of TPA requirements will continue. If appropriate for your team, you may revise one or more local indicators to align with the cQIP indicators. This change should be reflected in the comments section of the TPA Performance Indicator Reporting Template at the next quarterly report.

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QIP Navigator

10. Are there any changes to the online submission platform or template for 2023/24?

Yes. As part of our commitment to improving cQIP, OHTs will develop and submit their 2023/24 plans using a new online platform called QIP Navigator (also known as Navigator). This is the same platform through which organizational QIPs are submitted. In addition to more a streamlined submission process, features of the platform include progress reporting, pre-populated data for priority indicators, the ability to download and export a variety of templates/reports, and a collaborative space for members of your OHT Quality Improvement Team to share their work.

11. When will QIP Navigator be open for cQIP submissions?

QIP Navigator will be open from January 17 to March 31, 2023, for cQIP submissions.

12. Is there a template we can use to develop our cQIP?

Once QIP Navigator opens, you will be able to download blank templates for the Narrative and Workplan sections. These templates may be helpful when working on your cQIP with your teams offline. Please note that Navigator does not have the functionality to allow you to upload a completed template back into Navigator. You will need to complete and submit your cQIP directly through Navigator.

13. Do I have to complete a Progress Report this year?

If your OHT submitted a 2022/23 cQIP, you will be expected to complete the Progress Report section and describe any successes, challenges, or lessons learned. If you did not submit a 2022/23 cQIP, you will not have access to the Progress Report section.

14. What approval or sign-off is required before submitting the cQIP into the Navigator?

You should follow the established decision-making parameters outlined in the OHT's Collaborative Decision-Making Arrangement (CDMA) to approve your cQIP prior to submitting your cQIP to Ontario Health via QIP Navigator.

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Data

15. What data will be provided to OHTs to support the development of their cQIP?

In November 2022, the cQIP Report was launched on the OHT Data Dashboard to share data for the five cQIP priority indicators, along with some methodological revisions and some additional metrics that will provide more context on how your OHT is performing in each provincial area of focus.

For information about the OHT Data Dashboard cQIP Report, or to obtain access, contact OHTanalytics@ontariohealth.ca.

16. How and when will this data be shared with OHTs?

The OHT Data Dashboard will provide OHTs with interactive reports that give users access to timely data, which is updated regularly. Individuals who require access to the OHT Data Dashboard/cQIP Report can do so by sending an email to OHTanalytics@ontariohealth.ca.

17. Where can I find more information about how the indicators are calculated?

The cQIP Indicator Technical Specifications document is updated annually and presents detailed definitions of each indicator and how it will be measured. To access a copy of the document, visit the cQIP Community of Practice on the OHT Shared Space and go to the attachments tab. If you have additional questions or would like more details about the technical specifications, please contact OHTanalytics@ontariohealth.ca.

18. Will data be available (pre-populated) for the priority indicators?

Current performance data (CP) for the five 2023/24 cQIP priority indicators will be uploaded into the QIP Navigator tool to support OHTs with setting improvement targets. We are aiming to have this data pre-populated into Navigator by early March 2023. In advance of this, OHTs may review the OHT Data Dashboard/cQIP Report to guide their year-end progress reporting.

19. How often will data in the OHT Data Dashboard be refreshed?

The information in the OHT Data Dashboard will be refreshed on an ongoing basis. The schedule is based on data availability; some data sources will be updated monthly, and others will be updated quarterly. Please refer to the release notes in the Dashboard for more specific information.

20. How were the date ranges for "baselines" established?

The date ranges for "baselines" are intended to reflect the most recent data available for each data source. The source periods for all priority and complementary indicators are included in the Indicator Technical Specifications document (which can be found in the cQIP Community of Practice).

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21. Are there any other data supports available?

In addition to the cQIP report, the OHT Data Dashboard has information on a variety of other topics to support planning. In the 2022/34 fiscal year, reports will include information on population overview, hospital utilization, primary care, community-based care, health conditions using the Canadian Institute for Health Information population grouping methodology, patient reported outcome measures, patient access and flow, and OHT priority topics.

For OHT Data Dashboard questions, OHTs can refer to the OHT Data Dashboard Frequently Asked Questions document posted in the cQIP Community of Practice on the OHT Shared Space, or email OHTanalytics@ontariohealth.ca.

General Support

22. Where can I find additional information and resources to support development of our cQIP?

The following resources are updated annually:
- cQIP Guidance Document
- cQIP Indicator Technical Specifications
- Information about change ideas by area of focus

The most recent versions of these resources can be found in the cQIP Community of Practice on the OHT Shared Space or in the Resource tab on the QIP Navigator platform.

Users who are new to working in quality improvement or on cQIPs should explore the following resources:
- Quality improvement science educational videos
- Quality standards which outline for clinicians and patients what quality care looks like
- RISE population-health management coaches are available to support you in understanding how to connect your cQIP work to your priority population work
- Quality Improvement Specialists from Ontario Health can be found at a cQIP support drop-in session or can be reached by email at QIP@ontariohealth.ca.

23. How do I join the cQIP Community of Practice?

The cQIP Community of Practice is the hub for resources and information sharing for cQIPs. To join:
1. Visit the OHT Shared Space and click on the "SIGN UP" link to create your account
2. Visit the cQIP Community of Practice and click the "JOIN GROUP" button. You will be notified by email once you have been accepted into the group
3. Click on the "SUBSCRIBE TO UPDATES" button once you've been accepted into the group to receive an email notification when there is new activity, such as upcoming webinars or posted resources

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