



Ontario Health

Date:
November 22, 2022

Memo

To: CEOs, executive directors, and quality improvement leads in hospitals, long-term care homes, and interprofessional primary care organizations

From: Dr. David Kaplan

Re: Launch of the 2023/24 Quality Improvement Plan program cycle

Dear Colleagues,

I am writing to announce the start of the Quality Improvement Plan (QIP) program cycle for 2023/24. We recognize this is a challenging time for the health system. Organizations are actively planning for a surge while continuing to deliver health care services—all while maintaining a commitment to quality. We have taken these challenges into account when developing the program cycle for the coming year.

This year's QIPs will continue to focus on a small number of quality issues that are important to the health care system—issues that have been particularly impacted by COVID-19 and need our attention to help support health system recovery. The priority indicators in this year's QIPs have been developed in consultation with the Ministry of Health, the Ministry of Long-Term Care, and other teams across Ontario Health. As always, organizations may also choose to focus on local issues that are important to their communities.

As we know, COVID-19 has shone a bright light on the systemic, patterned, and preventable impact of the social determinants of health on access, experiences, and outcomes. At Ontario Health we are committed to advancing equity, inclusion, and diversity across the province, and addressing the interpersonal and systemic racism that contributes to these disparities. To support this commitment, we encourage organizations to work on improving equity and supporting cultural safety and responsiveness. Your organization may choose to add custom indicators aimed at improving equitable access to care and/or share your goals in the Narrative section of your QIP.

As we renew our collective commitment to quality, we look forward to receiving your organization's 2023/24 QIP by **March 31, 2023**. We encourage you to post your QIP on your website and share it with your administrative staff, clinicians, and patients/residents and their family members.

Priority indicators by sector and additional information for long-term care homes are provided in the Appendix below. Supporting documents, including a QIP guidance document and technical specifications for the indicators, are also available. This year we are hoping to hear from you about what is important to you and what you are focusing on in terms of quality improvement. QIP Navigator, our online QIP development and submission platform, has been updated in preparation for this year's submission. As in

previous years, organizations can download blank templates from QIP Navigator to support their QIP development process.

Evidence-based change ideas for the 2023/24 QIP cycle can be found on [Quorum](#), our online quality improvement community. A webinar was held on November 16, 2022, for interested organizations to learn more about the 2022/23 QIP analysis and state of the nation. The webinar slides are available [here](#). This session was also recorded and sent out to all registrants.

As we enter the second year of collaborative Quality Improvement Plan (cQIP) submissions, Ontario Health Teams (OHTs) continue to drive improvement of population health outcomes by focusing on attributed populations, aligning efforts across OHT partners, encouraging a culture of quality improvement, and employing an equity lens. Collaborative QIPs are related to, but distinct from, the organizational-level QIPs, and the two are meant to be complementary—together, cQIP and QIPs will help OHTs and organizations improve quality of care. 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.

Over the coming fiscal year, Ontario Health will work together with the Ministry of Health and the Ministry of Long-Term Care to align quality improvement efforts to better reflect current priorities and health system changes.

We understand you and your teams will be busy in the coming months responding to health system pressures, so we thank you again for your ongoing commitment to quality. We look forward to working with you once again to improve care for the people of Ontario. Please e-mail QIP@OntarioHealth.ca if you have any questions. As always, the team is here to support you.

Regards,



Dr David M. Kaplan MD, MSc, CCFP, FCFP
Vice-President, Quality
Clinical Institutes and Quality Programs
Ontario Health

c.c.:

Renee Mahalanobis, Ministry of Health
Anna Greenberg, Ontario Health
Brian Kytör, Ontario Health
Chris Simpson, Ontario Health
Judy Linton, Ontario Health
Susan deRyk, Ontario Health

APPENDIX A: Key Updates to the 2023/24 QIPs

Priority Indicators for the 2023/24 QIPs

The priority indicators for this year's QIPs are as follows:

Hospitals

1. Patient experience: Did patients feel they received adequate information about their health and their care at discharge?
2. Proportion of patients discharged from hospital for whom medication reconciliation is provided
3. Number of workplace violence incidents overall

Interprofessional Primary Care

1. Percentage of non-palliative patients newly dispensed an opioid
2. Patient experience: Do patients feel involved in decisions about their care?

Long-Term Care

1. Percentage of potentially avoidable emergency department visits for long-term care residents
2. Resident experience:
 - a. Do residents feel they have a voice and are listened to by staff?
 - b. Do residents feel they can speak up without fear of consequences?
3. Percentage of long-term care residents not living with psychosis who were given antipsychotic medications

Changes to the QIP Narrative

The Narrative for the 2023/24 QIP will focus on patient and provider experiences, health equity, and safety. Questions and prompts (including resources) for the Narrative are included in the 2023/24 technical specifications.

Updates to the QIP Progress Report

The Progress Report for the 2023/24 QIP has been enhanced to better understand the impact of your change initiatives. Reflecting on whether your change idea(s) were implemented as intended and lessons learned for each change idea is now required for each indicator in order to pass validation and submit your QIP.

As well, the Progress Report export will now include any comments and images that may have been uploaded to demonstrate the results or outcomes of your change ideas.

Launch of QIP Navigator

QIP Navigator, Ontario Health's online tool for the development and submission of QIPs, is expected to launch in early November 2022. The submission deadline for this year's QIPs is March 31, 2023. Data will be prepopulated in QIP Navigator where applicable.

Webinars and Training

Information on resources and supports will be made available on our website. We will be sending regular updates to organizational and quality improvement leads.

Information for Long-Term Care Homes

In addition to completing and submitting the QIP, the QIP Navigator platform may be used to prepare your continuous quality improvement initiative report, which is required under section 168 of O. Reg 246/22 of *the Fixing Long-Term Care Act, 2021*. This would enable you to complete one report instead of two separate reports. QIP Navigator has been updated with prompts and hover help to suggest areas where information for your continuous quality improvement initiative report may be included; however, you may include the information in any section. A copy of the report can be downloaded via QIP Navigator to publish on your home's website.

Please be advised if you are using QIP Navigator to complete the continuous quality improvement initiative report, it is the responsibility of the long-term care home licensee to ensure all legislative and regulatory requirements have been met. Using the Navigator tool does not presuppose compliance with other requirements. Please note that the QIP Navigator platform closes on March 31, 2023.

Further information is available in the [FAQ document](#) posted on our website.

Guidance documents

The following resources have been updated:

- [QIP Guidance Document](#)
- [Indicator Technical Specifications: 2023/24 QIPs](#)
- [Quality Priorities for the 2023/24 QIPs](#)

Launch webinar

- [Webinar recording](#)
- [Slide deck](#)
- Webinar Q & A (coming soon)

Contact Information

You can connect with a quality improvement specialist at Ontario Health by emailing QIP@ontariohealth.ca.

ISBN: 978-1-4868-6436-2 (PDF)

© King's Printer for Ontario, 2022.