

## Checklist: How to Create, Implement and Sustain Quality Improvement Plans

### Ensure teams are engaged and prepared to develop the upcoming QIP

#### GET STARTED

- Establish a QIP working group and organize regular meetings to develop and monitor implementation of the QIP
  - Tip: engage board, senior team, staff, and patients/residents/clients and families
- Download and review the QIP planning materials available on [Health Quality Ontario's website](#):
  - Annual memo
  - Quality priorities for the upcoming QIPs
  - QIP Guidance Document and other available guidance documents
  - Indicator technical specifications
- Draft a quality improvement plan charter ([instruction sheet](#) | [tool](#))

### Understand progress made and identify potential areas for improvement

#### UNDERSTAND THE PROBLEM

- Review progress toward targets set in previous QIPs; review quality improvement activities and results. Were targets met or exceeded?
- Complete the QIP Progress Report, including lessons learned over the previous year
- Complete the QIP Narrative
- Gain an understanding of the patient/resident/client experience ([voice of the customer](#) and [capturing the patient experience](#))
- Review other inputs (e.g., your organization's strategic plan)
- Identify priority indicators to be included in the QIP. If a priority indicator is not selected, document the reason in the comment section of the QIP Workplan
- Develop a measurement plan to analyze and interpret data relating to priority indicators ([instruction sheet](#) | [tool](#))
- Identify draft targets and identify change ideas to be tested (see [Quorum](#) for potential change ideas)
- Complete a draft QIP Workplan (will remain in draft until the QIP has been approved)
- Confirm quality improvement team(s) and sponsors (senior team)
- Secure senior leadership endorsement and prepare for board approval

## Submit your QIP and begin implementing the quality initiatives

### DESIGN AND TEST SOLUTIONS

- Finalize change ideas, methods and measures
- Establish ongoing data collection, analysis, interpretation and communication mechanisms ([instruction sheet](#) | [tool](#)) to monitor and share progress and impact
- Obtain board (or similar) approval for the QIP and formal endorsement (sign off) by required parties
  - Tip: Plan ahead to present the QIP at the February board/leadership meeting
- Submit QIP to Health Quality Ontario by April 1 of each year
- Begin quality improvement activities as outlined in the QIP (e.g., testing change ideas)

## Sustain changes and formally embed new processes

### IMPLEMENT AND SUSTAIN CHANGES

- Identify and mitigate risks and challenges; use Plan-Do-Study-Act (PDSA) cycles ([instruction sheet](#) | [tool](#)) to formally implement and sustain changes
- Develop a sustainability plan ([instruction sheet and tool](#))
- Formalize and standardize changes that demonstrated improvement into policies and procedures, orientation, required documents and electronic forms, etc. Document new processes
- Share new processes creatively, widely, regularly and often
- Create an ongoing measurement plan to monitor uptake and impact of new processes

## Share learning and spread changes across the organization

### SPREAD CHANGES

- Develop and implement a spread plan ([instruction sheet](#) | [tool](#))
- Establish processes and mechanisms for monitoring the spread plan, as well as whether formal changes are sustained in all areas
- Communicate progress and impact creatively, widely, regularly, and often
- Identify and mitigate risks and challenges; use PDSA cycles ([instruction sheet](#) | [tool](#)) to formally implement spread plan

Questions? Contact [QIP@hqontario.ca](mailto:QIP@hqontario.ca)