

Quality Guidance Council

Communiqué #3 (June 2014)

This communiqué is to be distributed to health system providers regarding the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) Quality Guidance Council (QGC).

PURPOSE OF THE QUALITY GUIDANCE COUNCIL

At the macro-level, the QGC will facilitate the development of a LHIN-wide improvement plan. The QGC will guide quality improvement implementation by providing expert advice and system leadership through leveraging and promoting individual health service providers (HSPs) work on quality improvement. The QGC will work to align HSPs to improve the quality of care across sectors and the health care system.

UPDATES

Quality Plan

The QGC developed a three year strategy centred on a quality plan. For 2014-15, the following considerations were determined to be actionable:

- Each sector will have a common tool/question (validated, reliable) for measuring patient/client experience
- All HSPs will have a mechanism for patient/client input on service provision
- The QGC will explore opportunities to host experience design workshop for HSPs (transitions of care)
- The QGC will determine an effective and meaningful way to include the patient/client voice in its work

Members of the council will work with their specific sector to develop change management strategies to implement this plan. QGC members continue to represent views that support their individual organization, the sector and the system. They have also have committed themselves and their organizations to the work of the QGC and carry back updates from the QGC to key working groups (i.e. Clinical VPs, Community Leaders Council, Long Term Care Home Council, etc.).

Patient/Client Experience Survey

At the January 30, 2014 meeting, the council agreed to focus on client/patient experience. Gathering feedback from LHIN-funded HSPs is critical to informing the quality plan. As such, a current state analysis will be conducted through a patient/client experience survey and the findings will be shared once collected.

Please complete this survey at:
<https://www.surveymonkey.com/s/5KFDC2C>
by end of day Friday, June 27, 2014.

Thank you for your participation!

COMMUNICATIONS

Updates on the progress of the QGC's work will continue to be provided in upcoming communiqués. For further information, please contact Janet Dang, Advisor, Quality & Risk Management, HNHB LHIN at janet.dang@lhins.on.ca or 905-945-4930 ext. 4229.