

Quality Guidance Council

Communiqué #4 (October 2014)

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

PURPOSE OF THE QUALITY GUIDANCE COUNCIL

The QGC will guide quality improvement planning and implementation by providing expert advice and system leadership through leveraging and promoting individual HSP 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

Patient Experience

At the January 30, 2014 meeting, the QGC agreed to an initial focus on patient experience¹. A current state analysis of patient experience measurement activity was conducted via survey in June 2014. Results indicated that many HSPs are currently collecting information about the patient experience in a variety of ways (e.g. surveys, councils, interviews, telephone follow-up calls, patient stories). This information is related to organizational mission, vision, and values and is being used by staff, leaders, and boards to improve the patient experience. QGC acknowledged the challenges that exist in collection, analysis, and utilization of patient experience data. These challenges will continue to be a focus of further exploration.

There are a number of provincial, pan-LHIN, and local initiatives underway regarding measuring patient experience. In order to reduce confusion and duplication of efforts, the HNHB LHIN will endeavor to align with this work as much as possible. The HNHB LHIN will be participating in a large scale survey of Ontario patients to better understand their experience with the health system. This will occur over the next couple of months. More information will be shared as it becomes available.

¹ The term patient experience is being used to describe the experience for any individuals being served by health service providers whether they are usually called clients, residents, or patients.

Quality Plan Review Process

This year, all HSPs were obligated to submit a Quality Plan to the HNHB LHIN outlining their plan to measure and improve quality within their organization. Quality plans are being reviewed by HNHB LHIN Advisors and HSPs will receive feedback on their plan before the end of December 2014. Feedback in this first year will primarily focus on ensuring all elements of the quality plan are complete. Upon receipt of the feedback, HSPs are welcome to contact the LHIN for additional information or clarification. LHIN Advisors will also be reviewing the Quality Plans for themes, common initiatives or indicators, and opportunities to support HSPs in their quality efforts.

COMMUNICATIONS

Updates on the progress of the QGC's work will be provided in upcoming communiqués. For further information, please contact Emily Christoffersen, Director, Quality and Risk Management, HNHB LHIN at emily.christoffersen@lhins.on.ca, or at 905-945-4930 ext. 4203.