

Quality Guidance Council Communiqué

SEPTEMBER 2015

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 Health Service Provider (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 Indicators – Data Collection

The 2015-16 Service Accountability Agreements for all HSPs included an obligation to collect and submit data about the patient experience¹ by June 30, 2016.

Patient reported feedback is an important component of measuring and improving the patient/client experience. Health Service Providers (HSPs) are required to report patient experience indicators for fiscal year 2015-16 (or the most recent 12 month period available) as part of 2015-16 Q4 Supplementary Reporting. Reporting will reflect two elements of the patient/client reported experience: overall patient/client satisfaction and involvement in decisions about care. HSPs should report on the questions that are most similar to the following:

- Overall satisfaction: **“Overall, how would you rate the care and services you received?”**
- Involvement in decisions about care: **“Were you involved in decisions about your care as much as you wanted to be?”**

A web-based reporting tool is currently being tested by QGC members for reliability and ease of use. A reporting tool will be distributed to all HSPs early in 2016.

¹ The term patient experience is used to represent the care experience for patients, clients, residents.

Quality Obligation Reviews

By June 30, 2015, all HSPs were obligated to submit their 2015-16 Quality Plan, Balanced Scorecard and Board Approved Policy on Quality to the HNHB LHIN. Quality documents have been reviewed by HNHB LHIN Advisors and a thematic analysis is underway. Information will be used to identify opportunities for capacity building, knowledge translation and sharing of best practices. HSPs will receive feedback on their quality documents before the end of December 2015. Upon receipt of the feedback, HSPs are welcome to contact the LHIN for additional information or clarification in support of their quality efforts.

Mandate

Health Quality Ontario (HQO) has proposed the development of a Regional Quality Table in each LHIN. The overall purposes of the Regional Quality Tables are to develop and implement an integrated regional quality plan, align the regional and provincial quality efforts, build capacity, and foster innovation.

Within the HNHB LHIN, the scope of the QGC mandate will be expanded to include elements of the Regional Quality Tables and other areas of focus. More information will be provided in the near future.

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.