

# Quality Guidance Council

## Communiqué #1 (July 2013)

This communiqué is the first in a series 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

In 2012-13, the LHIN engaged health service providers (HSPs) in developing a Strategic Health System Plan (SHSP) and committed to advancing the quality of care for all patients across the health care system.

The SHSP sets out the HNHB LHIN's overall strategic aim: **to dramatically improve the patient experience through quality, integration and value.** Three strategic directions were identified supporting the strategic aim. These are to dramatically improve the patient experience by: 1) embedding a culture of quality throughout the system; 2) integrating service delivery; and 3) evolving the role of the LHIN to become Health System Commissioners.

Two key strategies will advance the first strategic direction for quality:

- Leveraging Service Accountability Agreements (SAA) for quality improvement; and,
- Stakeholder engagement through the leadership of the HNHB LHIN QGC.

Establishing a process for quality change management at the system level is necessary to embed a culture of quality. This process must be inclusive of all sectors and HSPs that have a SAA with the LHIN. With the introduction of the Excellent Care for All Act, 2010 (ECFAA) and Quality Improvement Plans (QIPs), health providers have been able to showcase their successes, and publically measure progress in reaching their goals.

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 and leverage and promote individual HSPs work on their SAA obligations. The QGC will work to align HSPs to improve the quality of care across sectors and the health care system.

## MEMBERSHIP

The QGC will be co-chaired by Melody Miles, Chief Executive Officer, HNHB CCAC, and by Donna Cripps, Chief Executive Officer, HNHB LHIN.

We thank all health service providers who came forward and responded to the LHIN's Call for Membership this past May. The QGC members below were selected to represent each health service sector and LHIN zone:

Donna Cripps	CEO, Hamilton Niagara Haldimand Brant LHIN
Melody Miles	CEO, Hamilton Niagara Haldimand Brant CCAC
Philip Christoff	Director, Quality & Risk Management, Hamilton Niagara Haldimand Brant LHIN
Ingrid Bagnariol	Director, Quality and Performance Management, Hamilton Niagara Haldimand Brant CCAC
Shirley Thomas-Weir	CEO, Thomas Health Care
Steve Sherrer	CEO, Able living
David Montgomery	CEO, Haldimand War Memorial Hospital
Winnie Doyle	VP, Clinical Services & Chief Nursing Executive, St Joseph's Healthcare, Hamilton
Susan Kwolek	VP, Patient Services, St. Catharines Site, Executive Lead for Medicine/Critical Care & Kidney Care, Niagara Health System
Beth Beader	Executive Director, North Hamilton Community Health Centre
Michael Benin	Executive Director, Canadian Mental Health Association Haldimand-Norfolk
Jan Narduzzi	Executive Director, Hamilton Brain Injury Services
Henriette Koning	Director, Seniors Community Programs, Regional Municipality of Niagara
David Cameron	VP, Medical Affairs, Brant Community Healthcare System
Brother Richard MacPhee	Executive Director, The Good Shepherd Centre of Hamilton

## COMMUNICATIONS

Updates on the progress of the QGC's work will be provided in upcoming communiqués.

For further information, please contact Philip Christoff, Director, Quality and Risk Management, HNHB LHIN at [Philip.Christoff@lhins.on.ca](mailto:Philip.Christoff@lhins.on.ca) or 905-945-4930 ext. 4203.