

# Quality Improvement Plans: Getting on the Agenda

“Quality Improvement is a systematic approach to making changes that lead to better patient outcomes (health), stronger system performance (care) and enhanced professional development.” ... “Ontario's inter-professional, team-based primary care organizations are required to submit annual Quality Improvement Plans to Health Quality Ontario. This includes: Family Health Teams (FHTs), Nurse Practitioner-Led Clinics (NPLCs), Community Health Centres (CHCs), and Aboriginal Health Access Centres (AHACs).” Further information and tools are available on the Health Quality Ontario [website](#).

Below is an example of a Quality Improvement Plan worksheet, based on the Health Quality Ontario template for implementing a program of annual Health Checks for adults with developmental disabilities.

## “Improvement Targets and Initiatives—Developmental Disabilities in Primary Care”

| AIM  |  | Measure   |  |  |   |   |  |
|--|--|---|--|--|---|---|--|
| Quality dimension  | Objective  | Measure/ Indicator  | Unit / Population  | Source / Period  | Current performance   | Target  | Target justification   |
| Equitable  | Improve care for adults with Developmental Disabilities (DD) | Percent of eligible adults with DD who have had an annual comprehensive preventive health review in the last 18 months  | % Adult patients with a developmental disability who have not refused a review | EMR or chart review / (Interval of time you are reporting) | 22% (estimate based on OHIP billing for “an annual health or physical exam” over a 2 year period. Source: ICES “Atlas on Primary Care of Adults with Developmental Disabilities”; Lunsky Y, Klein-Geltink JE, Yates EA, editors. December 2013) or “Collecting baseline (CB)” | e.g., 75%   | The Canadian Consensus Guidelines for the Primary Care of Adults with Developmental Disabilities (Sullivan W et al. Canadian Family Physician, 2011) recommends an annual comprehensive preventive health review including physical exam for all adults with developmental disabilities. |
| <b>Change: Planned improvement initiatives (change ideas)</b>  |  |   |  |  |   |   |  |
|  |  | <b>Methods</b>  |  |  | <b>Process measures</b>   | <b>Goal for change ideas</b>  | <b>Comments</b>  |
| #1) Identify health care professional and administrative “champions”. Explore readiness for and encourage engagement in a program of annual health reviews for the program. Plan orientation and offer education to receptionists and health care professionals. |  | Survey providers & clinical staff to find out whether they are comfortable performing annual DD health reviews. Use the survey available online in the “Implementing Health Checks for Adults with Developmental Disabilities - A Tool Kit for Primary Care Providers” [website].   |  |  | a) Local “champion(s)” identified. b) % of staff completing surveys. c) % of staff receiving orientation and/or education material.   | e.g., 80% of staff completed survey;  |  |
| #2) Develop and maintain a list of patients with DD in the practice(s).  |  | Do EMR search for diagnostic codes or keywords to identify a list of adults with DD. Request each physician or delegate to review the list of those in his/her practice for completeness and accuracy annually.   |  |  | % of physicians signing off on their practice's list.   | e.g., 100% of physicians sign off on their practice list  |  |
| #3) Arrange increased administrative support for the DD annual health review program.  |  | a) Identify a receptionist to contact adults with DD and their caregivers and substitute decision makers with the invitation to make an appointment for an annual health review, keeping a detailed spreadsheet of appointments including date, time, family doctor, if patient has been reminded, and if the patient made it to the appointment. b) Sent a pre-scripted tickler (timed message) to each doctor, clinic nurse and receptionist a few days in advance of the appointment, making them aware of it, explaining the purpose of the appointment and giving resources to prepare for the health review. c) Phone the patient or their caregiver with a reminder call one day before appointment and reschedule patients who do not show up for appointments. |  |  | a) Receptionist identified and trained. b) % of appointments preceded by reminder message. c) % of patients/caregivers receiving appointment reminder call.   | e.g., 80% of appointments preceded by reminder notes to health care staff; 80% of patients or caregivers received reminder call |  |
| #4) Enable and encourage family doctors/nurse practitioners to use an DD health review template for their medical records to improve adherence to the Canadian Consensus Guidelines for the Primary Care of Adults with Developmental Disabilities.              |  | Add, to the EMR used in the practice, the template available online in “Implementing Health Checks for Adults with Developmental Disabilities - A Tool Kit for Primary Care Providers” [website].   |  |  | Template successfully added to EMR system   | e.g., 80 % of health reviews done were documented in the template   |  |