



Ontario Health

February 18, 2022

Dear Colleagues,

For the past two years, Quality Improvement Plan (QIP) submissions have been on pause while organizations did the necessary work to manage the COVID-19 pandemic in their communities and regions. It has been a difficult time. While we know focused commitment to quality is vital, we also know that our system is facing unprecedented health human resource challenges and instability related to the COVID-19 pandemic. As such, we want to clearly convey to you our expectations regarding your Quality Improvement Plans (QIPs) for 2022/23: **This year submission of your QIP to Ontario Health will be considered voluntary.**

Because this year's submission is voluntary, you are not required to *submit* your 2022/23 QIP to Ontario Health. However, some organizations do have existing legislative and/or contractual obligations to *complete* a QIP. We encourage all organizations to develop and post your 2022/23 QIP on your website and share it with your administrative staff, clinicians, and patients/residents and their family members. Please e-mail QIP@OntarioHealth.ca if you have any questions. As always, the team is here to support you.

While our work with COVID-19 is ongoing, here at Ontario Health we are beginning to look ahead. It is in this spirit that I am announcing the launch of the 2022/23 QIP priorities. These priorities will guide us in our quality improvement efforts over the coming year.

This year's QIPs will focus on a small number of quality issues that are important to the health care system—issues that have been particularly impacted by COVID-19 and need our attention to help support health system recovery. The small number of priority indicators in this year's QIPs have been developed in consultation with the Ministry of Health, the Ministry of Long-Term Care, other teams across Ontario Health, and organizational leaders like yourselves. Organizations may also choose to integrate other local issues that are of importance to their communities.

Priority indicators by sector are provided in the Appendix below. Supporting documents, including a QIP guidance document, technical specifications for the indicators, and a snapshot of quality priorities in brief for 2022/23, are also available. QIP Navigator, our online QIP development and submission platform, has been updated in preparation for voluntary submission. As usual, organizations can download pre-populated templates from QIP Navigator to support their QIP development process.

Evidence-based change ideas for the 2022/23 QIP cycle can be found on [Quorum](#), an online quality improvement community. We will be holding a webinar on February 24, 2022, for

interested organizations to learn more. Click [here](#) to register. This session will also be recorded and sent out to all registrants.

Individual organizations who choose to submit their QIPs to Ontario Health are encouraged to do so by April 1, 2022. However, in consideration of the current pressures on the health care system, there will be flexibility with timing of submissions and QIP Navigator will be kept open until June 30, 2022.

As we work toward health system integration, organizations are coming together like never before. New this year is the introduction of the collaborative QIP (cQIP), through which approved Ontario Health Teams (OHTs) will set common quality improvement goals in accordance with provincial priorities. Collaborative QIPs are intended to drive improvement of population health outcomes by aligning efforts across OHT partners, encouraging a culture of quality improvement, and employing an equity lens. Collaborative QIPs are related to, but distinct from, the organizational-level, provincial QIPs, and the two are meant to be complementary—together, cQIP and QIPs will help OHTs and organizations improve quality of care.

This is the first year that organizations that are part of an OHT will work to submit their organizational-level QIP while also contributing to their OHT's cQIP. For that reason, and because organizations are continuing to respond to COVID-19, we have limited the number of focus areas for both the cQIP and the organizational-level QIP. Organizations that wish to reflect their cQIP work in their QIP may also include the cQIP indicators in their organizational QIP.

Over the coming fiscal year, Ontario Health will work together with the Ministry of Health and the Ministry of Long-Term Care to align quality improvement efforts to better reflect current priorities and health system changes.

Thank you again for your ongoing commitment to quality. We look forward to working with you once again to improve care for the people of Ontario.

Regards,



Dr David M. Kaplan MD, MSc, CCFP, FCFP
Vice-President, Quality
Clinical Institutes and Quality Programs
Ontario Health

APPENDIX A: Key Changes to the 2022/23 QIPs

Changes to the indicators for the 2022/23 QIPs

Indicators for the 2022/23 QIPs have been chosen to either focus on COVID-19 recovery, align with the collaborative QIP, or build on indicators from previous years to reduce new work.

New this year:

- There is no progress report, due to the pause of the QIP submissions since 2020/21
- There are no mandatory indicators for the hospital sector
- Home and community care support services will be re-joining the program

The priority indicators for this year's QIPs are as follows:

Hospitals

1. Percentage of discharge summaries sent from hospital to primary care providers within 48 hours of discharge
2. Patient experience: Did patients feel they received adequate information about their health and their care at discharge?
3. Proportion of patients discharged from hospital for whom medication reconciliation is provided
4. Number of workplace violence incidents overall

Interprofessional Primary Care

1. Percentage of non-palliative patients newly dispensed an opioid
2. Patient experience: Do patients feel involved in decisions about their care?

Long-Term Care

1. Percentage of potentially avoidable emergency department visits for long-term care residents
2. Resident experience:
 - a. Do residents feel they have a voice and are listened to by staff?
 - b. Do residents feel they can speak up without fear of consequences?
3. Percentage of long-term care residents not living with psychosis who were given antipsychotic medications

Home and Community Care Services

1. Client experience: Are clients satisfied with the care and services they are receiving?
2. Percentage of patients with diabetic foot ulcers that closed within a twelve-week period
3. Percentage of patients with a new diabetic foot ulcer in a six-month period (incidence)

Collaborative QIP areas of focus

This year's collaborative cQIP has three areas of focus: care in the appropriate setting, mental health and addictions, and preventative care.

The five indicators related to these areas of focus are:

1. Number of people whose first point of contact for a mental health and addictions condition is the emergency department
2. Percentage of inpatient days with an alternate level of care designation
3. Percentage of screen-eligible patients up to date with a mammogram
4. Percentage of screen-eligible patients up to date with a Papanicolaou testing
5. Percentage of screen-eligible patients up to date with colorectal cancer screening

These indicators may be added to organizational-level QIPs for the primary care and hospital sectors. They have been included in the QIP technical specifications document as optional indicators to help support alignment between the two tools (the QIP and the cQIP). Organizations can focus on these at their discretion.

Changes to the QIP Narrative

The Narrative for the 2022/23 QIP will focus on reflection and change after a period of time away. Questions and prompts for the Narrative are included in the 2022/23 technical specifications.

Launch of QIP Navigator

QIP Navigator, Ontario Health's online tool for the development and submission of QIPs, is expected to launch in early March 2022. The submission deadline for this year's QIPs has been extended to June 30, 2022, to give time for organizations to complete their Narratives and Workplans. Data will be prepopulated in QIP Navigator where applicable.

Webinars and Training

Information on resources and supports will be made available on our website. We will be sending regular updates to organizational leads and Quality Improvement leads.

Guidance Documents

The following documents have been updated:

- [QIP Guidance Document](#)
- [Indicator Technical Specifications: 2022/23 QIPs](#)
- [Quality Priorities for the 2022/23 QIPs](#)

Contact Information

You can connect with a quality improvement specialist at Ontario Health by emailing QIP@ontariohealth.ca.