

BACKGROUND

Central West LHIN | G2G & Leadership Forum
Improving Health System Quality at the Local Level



Context

Driving Quality and Value is one of the core strategic directions in the Central West LHIN's Integrated Health Services Plan 3 (IHSP3). Through the annual business plan the LHIN has confirmed its commitment to providing leadership for quality in support of the Excellent Care for All Act (ECFAA) and the Ontario Action Plan for Health. The LHIN has the opportunity to drive improvement in treatment, care and safety through the development of an overarching framework for quality that articulates system level aims and reflects how all Health Service Providers (HSPs) can contribute to the achievement of these aims.

Through its focus on quality, the LHIN will continue to work in partnership with the Ministry of Health and Long-Term Care (MOHLTC), Health Quality Ontario (HQO) and local Health Service Providers to advance strategies designed to build capability and capacity for quality improvement and safety. This will help embed and sustain a culture of continuous quality improvement across the Central West LHIN that will be enhanced by the incorporation of patient/client/resident experience into quality indicators and requiring the completion of accreditation processes and quality improvement plans by all Health Service Providers as part of accountability agreements.

Work to Date

In 2013, the LHIN Board of Directors established a Quality Committee to provide leadership and oversight for improving the quality of the local health system. As the Quality Committee initiated their work, they adopted the attributes associated with a high performing health care system contained in the preamble to ECFAA and used by HQO to guide the development of quality improvement plans. These nine attributes related to health system quality are: patient-centered; accessible; equitable; effective; efficient; integrated; safe; appropriately resourced; and focused on the population.

To support framing their deliberations at a system level, the Committee was guided by the Triple Aim developed by the Institute of Healthcare Improvement (IHI) and adapted in a Canadian context to capture the interrelated goals of achieving "better health, better care and better value – *for all*". The Committee also considered provincial policy directions and initiatives related to ECFAA and the MOHLTC's transformation agenda combined with the LHIN's Integrated Health Services Plan 3 (IHSP3) strategic directions. The outcome of their deliberations resulted in the identification of three aims that identify important gaps and opportunities for health system improvement on behalf of the residents of Central West. These aims represent a call to action requiring a local "system-level" approach to building shared ownership and accountability if they are to be achieved.

In order to facilitate further dialogue between the LHIN and HSPs, the Quality Committee endorsed a two phased approach to consultation and feedback on the proposed system level aims.

- First, an initial consultation conducted by LHIN staff over the summer of 2014 to obtain feedback from quality leads of Central West LHIN HSPs and to gain a better understanding of existing activities that contributed to the system level aims.
- Second, a forum focused on quality to further engage the governance and senior leadership of HSPs in a discussion of the system level aims.

Together this consolidated feedback will facilitate the further work that needs to be undertaken collectively to achieve the aims and to continuously improve the quality of the local health care system.

Proposed System Level Aims

IMPROVE ACCESS TO CARE

Improve access to mental health & substance abuse services

Reduce 3+ visits to an emergency department within 30 days by Central West LHIN residents for mental health by 10% by March 31, 2016

STREAMLINE TRANSITIONS AND NAVIGATION

Improve system navigation

Establish and implement 2000 care plans for Central West LHIN residents who are identified as high users by Health Links by March 31, 2016

DRIVE QUALITY AND VALUE

Improve patient experience

Improve the clinical, process and environmental experience of all patients using the Central West Health Care System.

Questions for Consideration and Feedback

In preparation for the discussions on October 2, please consider the following questions:

- Do these aims represent important areas of health system improvement for the Central West LHIN and are there any additional aims that need to be considered?
- How can we work together to align and leverage our current and future work to achieve system level aims?
- What opportunities exist for a greater “systems” approach and how can we facilitate this at a governance and leadership level?
- What recommendations do you have for the LHIN that would support the achievement of these system level aims including capability and capacity building?