



Collaborative Quality Improvement plan (cQIP) Drop-in session

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Purpose

- Provide an opportunity for informal discussions, share improvement work and get your questions answered
- Review components of your cQIP
 - Provide some useful tips/tricks
- Provide information on improvement supports and available resources
- How to use QIP Navigator - demonstration

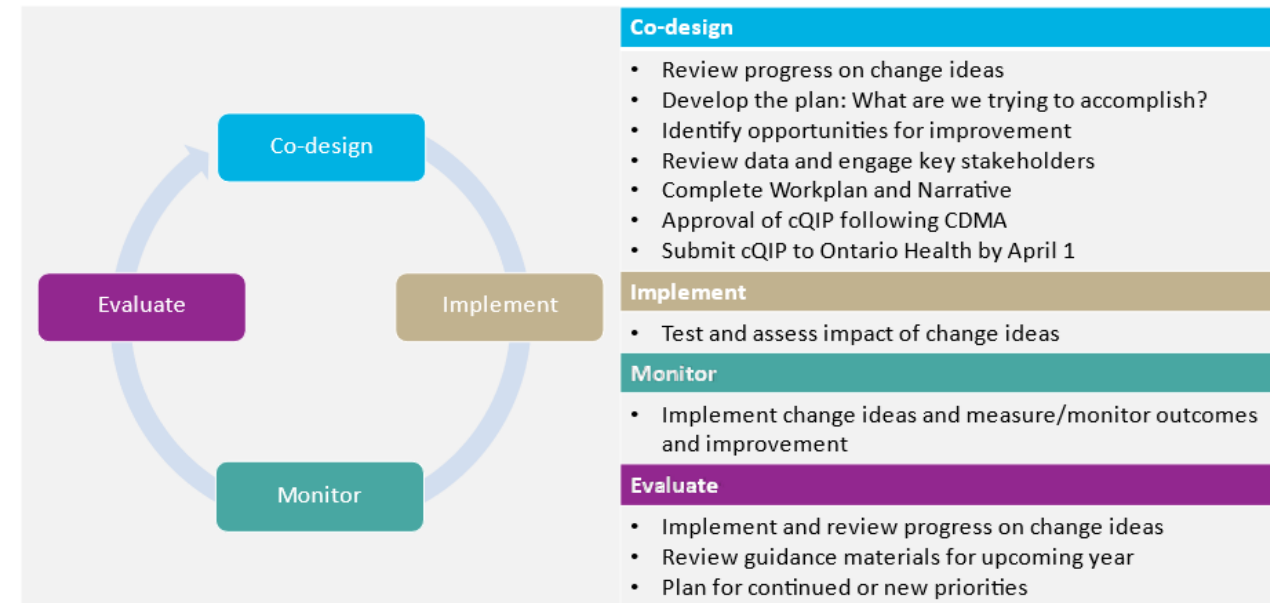


Before we get started...any questions?

Background

- The collaborative quality improvement plan (cQIP) is a population health management improvement plan that aligns provincial and local health system priorities with the Quadruple Aim, and considers populations most at risk.
- A process that Ontario Health teams (OHTs) work on all year to systematically identify and bridge gaps in care by using quality improvement and change management principles through an equity lens.

Annual cQIP cycle for an Ontario Health Team



OHTs are to submit a cQIPs to Ontario Health before April 1, 2024

QIP Navigator

Health Quality
Ontario

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Home

Query QIPs

Resources

Submit QIP

Download QIPs

Welcome to QIP Navigator

Join a drop-in session where a quality improvement specialist will answer your questions, provide information on the QIP Navigator and offer advice on developing your QIP. Multiple dates available.

Health Quality Ontario is now part of Ontario Health, an agency created by the Government of Ontario with a mandate to connect and coordinate our

Bookmark URL: <https://qipnavigator.hqontario.ca/Default.aspx>

Components of cQIP

- Three components of cQIP, based on the [Model for Improvement](#):
 - A **Progress Report**, where OHTs reflect on their change initiatives over the past year, including successes, challenges, and lessons learned
 - A **Narrative**, where OHTs provide context for their quality improvement work by describing their OHT and the population they serve. The Narrative is also the place to capture and analyze emerging quality issues
 - A **Workplan**, where OHTs will set improvement targets for the quality indicators and describe their planned improvement initiatives to achieve these targets
- Together, these components reflect the progress your OHT made in 2023/24 and describe your plans for the coming year's quality improvement activities (2024/25)

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Home Query QIPs Resources Submit QIP Download QIPs

SUBMIT QIP

Home > Submit QIP > Progress Report

PROGRESS REPORT NARRATIVE WORKPLAN

cQIP 2023/24 for OHTs Status: **IN PROGRESS**

NEW EXPORT PROGRESS REPORT

PREVIOUS FORMAT :

To enter progress for a Measure/Indicator, click on the "EDIT" button under the ACTIONS column.

ID	INDICATOR (UNIT; POPULATION; PERIOD; DATA SOURCE)	ORG ID	PERFORMANCE STATED IN PREVIOUS QIP	PERFORMANCE TARGET AS STATED IN PREVIOUS QIP	CURRENT PERFORMANCE	COMMENTS	RESULTS	ACTIONS
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No records exist in the database. As your organization's QIP was not submitted via the Navigator last year, there are currently no past QIP records in the database. To access a copy of your QIP, please go to the Sector QIPs page.

To access the cQIP, click on 'Submit QIP' and look for fiscal year 2024/25, click 'Edit'

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Home | Query QIPs | Resources | Submit QIP | Download QIPs

SUBMIT QIP

Home > Submit QIP

OHT Test

The following table includes current and past QIPs. Click the desired button under the ACTIONS column to continue.

Fiscal:

FISCAL	ORGANIZATION	FORMAL TITLE	ACTIONS	EXECUTIVE SUMMARY
2024/25	OHT Test	cQIP 2024/25 for OHTs	<input type="button" value="EDIT"/> <input type="button" value="VALIDATE"/>	<input type="button" value="DOWNLOAD"/>
2023/24	OHT Test	cQIP 2023/24 for OHTs	<input type="button" value="VIEW"/>	<input type="button" value="DOWNLOAD"/>
2022/23	OHT Test	cQIP 2022/23 for OHTs	<input type="button" value="EDIT"/> <input type="button" value="VALIDATE"/>	<input type="button" value="DOWNLOAD"/>

First, to get started – download working document templates

Click 'Export' to download working templates

Home Query QIPs Resources Submit QIP Download QIPs

SUBMIT QIP

Home > Submit QIP > Workplan

PROGRESS REPORT NARRATIVE **WORKPLAN**

cQIP 2024/25 for OHTs Status: **IN PROGRESS**

OHT Test

To enter data in the Workplan, click on the cell or the "Add" button. In the Measure/Indicator column, the indicators that appear in red font are the priority indicators.

EXPORT WORKPLAN **EXPORT EXTERNAL COLLABORATION REPORT**

PREVIOUS FORMAT: **CURRENT WORKPLAN** BLANK WORKPLAN TEMPLATE

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Home Query QIPs Resources Submit QIP Download QIPs

SUBMIT QIP

Home > Submit QIP > Narrative

PROGRESS REPORT **NARRATIVE** WORKPLAN

cQIP 2024/25 for OHTs Status: **IN PROGRESS**

OHT Test

EXPORT NARRATIVE

PREVIOUS FORMAT: **CURRENT NARRATIVE** BLANK NARRATIVE TEMPLATE

Goto section: Quality Improvement Achievements In the Past Year

Quality Improvement Achievements In the Past Year ?

Note: Purple tabs contain templates that are downloadable in PDF format and suggest for use when cQIP has been finalized prior to validation

Completing the progress report

- Includes information from the previous year cQIP workplan (i.e., target set, change concepts, process measures) and progress made toward targets
- Used to reflect, and describe any successes, barriers, learnings about what worked and what did not
- This information is a great starting point for determining areas for improvement, targets, and change concepts to include in your cQIP for the coming year

The screenshot displays the 'SUBMIT QIP' web application interface. At the top, there is a breadcrumb trail: Home > Submit QIP > Progress Report. Below this, there are three tabs: 'PROGRESS REPORT' (selected), 'NARRATIVE', and 'WORKPLAN'. The main content area shows 'cQIP 2024/25 for OHTs' and 'OHT Test' with a status of 'IN PROGRESS'. There is an 'EXPORT PROGRESS REPORT' button. Below this, a note states: 'To enter progress for a Measure/Indicator, click on the "EDIT" button under the ACTIONS column.' A table follows with the following data:

ID	INDICATOR (UNIT; POPULATION; PERIOD; DATA SOURCE)	ORG ID	PERFORMANCE STATED IN PREVIOUS QIP	PERFORMANCE TARGET AS STATED IN PREVIOUS QIP	CURRENT PERFORMANCE	COMMENTS	RESULTS	ACTIONS
1	30-day readmissions post heart failure discharge (%; CHF patients; Q3; insert own) OHT Population: subset of individuals with CHF	56672	CB	CB				EDIT
2	Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related ED visit. (%; People; Oct 2021–Sept 2022; See Tech Specs) OHT Population: MHA populations in crisis (needing residential or crisis care).	56672	23.40	20.00	26.70			EDIT
3	Percentage of inpatient days where a physician (or designated other) has indicated that a patient occupying an acute care hospital bed has finished the acute care phase of his/her treatment. (%; People; Oct 2021–Sept 2022; See Tech Specs) OHT Population: subset of individuals with CHF	56672	30.30	75.00	19.30			EDIT

What is required for completing the progress report

What is required for completing the progress report?

Click Edit for each indicator

enter progress for a Measure/Indicator, click on the "EDIT" button under the ACTIONS column.

INDICATOR (UNIT; POPULATION; PERIOD; DATA SOURCE)	ORG ID	PERFORMANCE STATED IN PREVIOUS QIP	PERFORMANCE TARGET AS STATED IN PREVIOUS QIP	CURRENT PERFORMANCE	COMMENTS	RESULTS	ACTIONS
30-day readmissions post heart failure discharge (%; CHF patients; Q3; insert own) OHT Population: subset of individuals with CHF	56672	CB	CB				EDIT
Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related ED visit. (%; People; Oct 2021– Sept 2022 ; See Tech Specs) OHT Population: MHA populations in crisis (needing residential or crisis care),	56672	23.40	20.00				EDIT
Percentage of inpatient days where a physician (or designated other) has indicated that a patient occupying an acute care hospital bed has finished the acute care phase of his/her treatment. (%; People; Oct 2021–Sept 2022; See Tech Specs) OHT Population: subset of individuals with CHF	56672	30.30	75.00				EDIT
The percentage of screen-eligible people aged 21 to 69 years who had a cytology (Pap) test within the previous 3 years. (%; Population; 2nd Quarter - up to Sept 2022; See Tech Specs) OHT Population: patient who are unattached to primary care, within a specific FSA	56672	49.90	85.00				EDIT
The percentage of screen-eligible people aged 50 to 74 years who had a fecal immunochemical test (FIT) within the past 2 years, a colonoscopy within the past 10 years, or a flexible sigmoidoscopy within the past 10 years. (%; Population; 2nd Quarter - up to Sept 2022; See Tech Specs)	56672	66.60	85.00				EDIT
The percentage of screen-eligible people aged 50 to 74 years who had completed at least one screening mammogram within the past 2 years. (%; Population; 2nd Quarter - up to Sept 2022; See Tech Specs)	56672	55.50	85.00				EDIT

Indicator (unit; population; period; data source) Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related ED visit. (%; People; Oct 2021– Sept 2022 ; See Tech Specs)
OHT Population: MHA populations in crisis (needing residential or crisis care),

Organization OHT Test[56672]

Current performance as stated on previous QIP Target as stated on previous QIP

Current Performance 26.70 Collecting Baseline Not Available Suppressed
between 0.00 and 100.00

CHANGE IDEAS FROM LAST YEAR'S QIP	WAS THIS CHANGE IDEA IMPLEMENTED AS INTENDED	PROCESS MEASURES FROM LAST YEAR'S QIP	LESSONS LEARNED: WHAT WERE YOUR SUCCESSES AND/OR CHALLENGES?
Please provide details about the change ideas that will lead to improvement. You are encouraged to include at least four (4) change ideas per indicator because it	<input type="radio"/> Yes <input type="radio"/> No	The measure that evaluates whether the change idea being tested is	

Narrative

cQIP 2024/25 for OHTs

OHT Test

Status: **IN PROGRESS**

 REMOVE LOGO

 UPLOAD ORGANIZATION LOGO

 EXPORT NARRATIVE

PREVIOUS FORMAT : [CURRENT NARRATIVE](#) [BLANK NARRATIVE TEMPLATE](#)

Goto section

In this section, your OHT may wish to tell a story about a specific achievement of which they are most proud. This section should not be merely a reiteration of the workplan in the cQIP – think of it as a “bright spot” that can be shared with other OHTs or organizations. Your OHT may wish to include information about a specific initiative or achievement that primarily focused on equity or improving the care of people most impacted by social determinants of health. Recommended length: 250 words

Click on the ? For more information

Quality Improvement Achievements In the Past Year 



Click in the field to add text

Patient, Family, Care Partner, and Community Engagement and Partnering 

Supporting Unattached Patients 

Measure and change sections

Measure section answers - How do we know that a change is an improvement?

Change section answers - What changes can we make that will result in that improvement?

PROGRESS REPORT NARRATIVE **WORKPLAN**

cQIP 2024/25 for OHTs

OHT Test Status: **IN PROGRESS**

To enter data in the Workplan, click on the cell or the "Add" button. In the Measure/Indicator column, the indicators that appear in red font are the priority indicators.

Organization: [View All](#) **EXPORT WORKPLAN** **EXPORT EXTERNAL COLLABORATION REPORT**

PREVIOUS FORMAT : [CURRENT WORKPLAN](#) [BLANK WORKPLAN TEMPLATE](#)

AIM										CHANGE				
QUALITY DIMENSION	MEASURE / INDICATOR	TYPE	UNIT / POPULATION	SOURCE / PERIOD	ORG ID	CURRENT PERFORMANCE	TARGET PERFORMANCE	TARGET JUSTIFICATION	EXTERNAL COLLABORATORS	PLANNED IMPROVEMENT INITIATIVES (CHANGE IDEAS)	METHODS	PROCESS MEASURES	TARGET FOR PROCESS MEASURE	COMMENTS
AREA OF FOCUS - INCREASE OVERALL ACCESS TO COMMUNITY MENTAL HEALTH AND ADDICTION (MHA) SERVICES														
Timely	Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related	P	% / People	See Tech Specs / October 2022 to September 2023	56672									

+

+ Add New Measure

+ Add New Change Idea

We are not working on this indicator

Click + to add content

Measure section

- Current performance will be pre-populated for all priority indicators (non-modifiable)
- Complete non-shaded sections
 - OHT population
 - Absolute Target
 - Target Justification
- Pay attention to the **Direction of Improvement**
- **Optional** – you may wish to include any partners who have collaborated on the indicator initiative

Issue, Measure / Indicator [?](#) [GOTO CHANGE IDEA](#)

Quality Dimension [?](#) Timely

Sector * [?](#) OHT

Issue * [?](#) Area of Focus - Increase Overall Access to Community Mental Health and Addiction (MHA) Services

Measure / Indicator [?](#) Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related ED visit.

Unit of Measure * [?](#) % If other, specify

Population * [?](#) People If other, specify

OHT Population * [?](#)

Data Source * [?](#) See Tech Specs If other, specify

Period * [?](#) Calendar Year Please specify *

Organization

Direction of Improvement [?](#) Lower is better Collecting Baseline [?](#) Suppressed [?](#)

Current Performance [?](#)

Absolute Target [?](#) 25.00 between 0.00 and 100.00 Relative Target [?](#) % Collecting Baseline [?](#)

Target Justification [?](#)

Collaboration Status [?](#)

Please identify the organization(s) with which you are collaborating on this issue Collaborators

Change ideas

- Change section is where all information related to your proposed change ideas are included
- Complete all sections
- OHTs are encouraged to include at least 4 change ideas per indicator because it typically takes many change ideas to influence the outcome (+ADD NEW CHANGE IDEA) for each
- Evidence-based change ideas can be found on OHT shared space and Resource tab in Navigator

Change Idea [?](#) [GOTO MEASURE](#)

Quality Dimension [?](#) Timely

Issue [?](#) Area of Focus - Increase Overall Access to Community Mental Health and Addiction (MHA) Services

Measure / Indicator [?](#) Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related ED visit.

Best Practices/Change Ideas [?](#) [cQIP CoP](#)

Organization OHT Test

Change Number

Planned Improvement Initiatives (Change Ideas) [?](#) Improve referrals to community outreach team for youth presenting to ED

Methods [?](#) Step by step methods the organization/OHT will be using to track progress on its change ideas. Include details such as how, and by whom (e.g. department) the data on the change ideas will be collected, analyzed, reviewed and reported.

Process Measures [?](#) Number of referrals to community outreach team each month

Target for process measure [?](#) 75% of MHA youth presenting to ED in crisis will be referred to community outreach team

Comments [?](#)

[✖ DELETE THIS CHANGE IDEA](#) [CANCEL](#) [SAVE](#) [SAVE & CLOSE](#) [+ ADD NEW CHANGE IDEA](#)

Custom indicator

- OHTs are encouraged to integrate collaborative improvement work related to other system priorities, such as integrated clinical pathways (i.e. congestive heart failure, lower limb preservation)
- Complete all mandatory sectors where there is a red *

Measure

Issue, Measure / Indicator ?

Quality Dimension ?

Sector * ?

Issue * ?

Measure / Indicator * ?

Unit of Measure * ? If other, specify

Population * ? If other, specify

OHT Population * ?

Data Source * ? If other, specify

Period * ? Please specify *

Area of Focus - Increase Overall Access to Community Mental Health and Addiction (MHA) Services

Organization

Current Performance ? Collecting Baseline ? Suppressed ?

Absolute Target ? Relative Target ? % Collecting Baseline ?

Target Justification ?

Collaboration Status ?

MeasureDetail.aspx?SubmissionId=23566&AimId=34681&objective_id=34679

Validate to identify any omissions

- Click on 'Validate' to identify any omissions (which will appear in red font)
 - You can print off 'incomplete submission report'
- Once you no longer have any omissions, you can submit

Note: print off all 3 components of cQIP prior to final submission so you can share with partners and your community (suggest printing PDF versions)

OHT Test

The following table includes current and past QIPs. Click the desired button under the ACTIONS column to o

Fiscal: Title Search

FISCAL	ORGANIZATION	FORMAL TITLE	ACTIONS
2024/25	OHT Test	cQIP 2024/25 for OHTs	<input type="button" value="EDIT"/> <input type="button" value="VALIDATE"/>

Submission Incomplete

Progress Report Omissions

- o Indicator 1: Current Performance must be entered or the Collecting Baseline or Suppressed or N/A radio button must be selected.
- o Indicator 2: Please answer: was change idea implemented as intended?
- o Indicator 2: Please answer: was change idea implemented as intended?
- o Indicator 2: Current Performance must be entered or the Collecting Baseline or Suppressed or N/A radio button must be selected.
- o Indicator 2: Lessons learned must be entered
- o Indicator 2: Lessons learned must be entered
- o Indicator 3: Please answer: was change idea implemented as intended?
- o Indicator 3: Please answer: was change idea implemented as intended?
- o Indicator 3: Current Performance must be entered or the Collecting Baseline or Suppressed or N/A radio button must be selected.
- o Indicator 3: Lessons learned must be entered
- o Indicator 3: Lessons learned must be entered
- o Indicator 4: Please answer: was change idea implemented as intended?
- o Indicator 4: Current Performance must be entered or the Collecting Baseline or Suppressed or N/A radio button must be selected.
- o Indicator 4: Lessons learned must be entered
- o Indicator 4: Lessons learned must be entered
- o Indicator 5: Please answer: was change idea implemented as intended?

SubmissionDialog.aspx?sid=23566

Print off executive summary and final PDFs prior to sign-off

Note: Purple tabs contain templates that are downloadable in PDF format and suggest for use when cQIP has been finalized prior to validation

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Home > Submit QIP

OHT Test

The following table includes current and past QIPs. Click the desired button under the ACTIONS column to continue.

Fiscal: View All
Title Search
Q SEARCH
RESET

FISCAL	ORGANIZATION	FORMAL TITLE	ACTIONS	EXECUTIVE SUMMARY
2024/25	OHT Test	cQIP 2024/25 for OHTs	✎ EDIT ✔ VALIDATE 📄 DOWNLOAD	📄 DOWNLOAD
2023/24	OHT Test	cQIP 2023/24 for OHTs	👁 VIEW	📄 DOWNLOAD
2022/23	OHT Test	cQIP 2022/23 for OHTs	✎ EDIT ✔ VALIDATE 📄 DOWNLOAD	📄 DOWNLOAD

1 EXECUTIVE SUMMARY cQIP 2024/25
Org ID 56672 | OHT Test

AREA OF FOCUS - INCREASE OVERALL ACCESS TO COMMUNITY MENTAL HEALTH AND ADDICTION (MHA) SERVICES

TIMELY

Number of individuals for whom the emergency department was the first point of contact for mental health and addictions care per 100 population aged 0 to 105 years with an incident MHA-related ED visit.

Last Year's Performance (LY)

23.4

2023/24

Target

20.0

Target

Current Year's Performance (CY)

26.7

2024/25

Target

25.0

Target

↓ Lower is better

○ Target

LY CY

Collaborators: [Waypoint Centre For Mental Health Care](#)

AREA OF FOCUS- IMPROVING OVERALL ACCESS TO CARE IN THE MOST APPROPRIATE SETTING

EFFICIENT

Percentage of inpatient days where a physician (or designated other) has indicated that a patient occupying an acute care hospital bed has finished the acute care phase of his/her treatment.

Last Year's Performance (LY)

30.3

2023/24

Target

75.0

Target

Current Year's Performance (CY)

19.3

2024/25

Target

25.0

Target

↓ Lower is better

○ Target

LY CY

Collaborators: [McMaster FHT](#)

Final sign-off

SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan on _____

cQIP lead

Other leadership as appropriate

Other leadership as appropriate

Resources for cQIP program support

- Access to OHT Data Dashboard (email ohanalytics@ontariohealth.ca)
- Join the cQIP Community of Practice (click subscribe to updates)
 - <https://quorum.hqontario.ca/oh-collaboratives/en-us/>
- For other inquiries, email cQIP support team at Ontario Health QIP@ontariohealth.ca