e·QiP

Excellence through Quality
Improvement Project

Community-focused. Data-driven.

COHORT 6

Quality improvement and data coaching application

The Excellence through Quality Improvement Project (E-QIP) is a quality improvement (QI) program focused on leadership and capacity building in community mental health and addictions (MHA) organizations. E-QIP is led by Addictions and Mental Health Ontario (AMHO) and the Canadian Mental Health Association (CMHA), Ontario Division, and delivered in close partnership with the Provincial System Support Program (PSSP) at the Centre for Addiction and Mental Health (CAMH). E-QIP is funded by the Mental Health and Addictions Centre of Excellence at Ontario Health.

E-QIP supports community MHA agencies to use standardized data tools to identify areas for improvement and do QI activities aligned to system priorities. Examples of standardized data tools include the Ontario Perception of Care tool for Mental Health and Addictions (OPOC), Ontario Common Assessment of Need (OCAN) and Staged Screening and Assessment tools (SS&A). Through cohort participation, agencies work with E-QIP to implement QI projects designed to improve outcomes and care experiences for service users, ideally using data from one or more of these standardized tools.

What are the benefits of participation in Cohort 6?

- Dedicated 1:1 QI and data coaching for your project team to improve processes of care, with the goal to enhance client experience and health outcomes

- Support from subject matter experts on system and organizational priorities related to access to care/wait times and equity to guide your improvement projects and pandemic recovery efforts

- Training on QI methodology and tools based on the Model for Improvement and sustainability planning to "hold your gains"

- Guidance on using an annual QI planning cycle to manage your improvement efforts

- Engagement with a community of agencies who are working on the same QI planning cycle and with the same tools

- Opportunities to share your learnings, learn from others, and benefit from the knowledge and experiences of peer agencies

Agencies applying for Cohort 6 coaching will commit to:

- Identifying a project lead who can commit three to four hours per week to the QI project

- Identifying an executive sponsor who can guide and champion the project, ensure adequate resources are available and remove barriers to success

- Supporting a project team that is able to meet regularly (e.g., weekly) to work on the QI project and to build QI capacity

- Identifying a QI project focused on system priorities such as access to care, equity, recovery planning or related to an integrated Quality Improvement Plan (QIP) for an Ontario Health Team (OHT)

- Dedicating resources to use data (ideally from standardized tools) to understand the quality issue or opportunity and measure improvement

- Providing regular project updates to other cohort agencies and the E-QIP team during collaborative coaching sessions (touchpoints)

- Completing a QI Readiness and Data Culture assessment. The assessment will help us determine what other E-QIP supports and resources may be beneficial to your agency.

Cohort 6 applications for quality improvement & data coaching support due: AUG. 6, 2021

If you received cohort coaching support in either Cohorts 4 or 5, please contact us at quality@e-qip.ca to see if you are eligible to apply for Cohort 6 coaching.

PART A: PROFILE

Organization name and address:

_____

Number of FTEs in your organization:

_____

What client management system does your agency use?:

_____

Region(s) Please check all that apply:

- ☐ North
- ☐ Central
- ☐ Toronto
- ☐ West
- ☐ East

Affiliation(s) Please check all that apply:

- ☐ AMHO member
- ☐ CMHA branch
- ☐ Neither

QI project lead:

Name:

_____

Email:

_____

Telephone:

_____

Are you applying for coaching and training as:

☐ A single agency   ☐ A group of providers/network (for example, OHTs)

PART B: DATA COLLECTION AND ASSESSMENT TOOLS

What data collection / assessment tools are you using in your organization currently?

- ☐ OCAN

- ☐ GAIN / Staged Screening and Assessment (SS&A)

- ☐ OPOC
  If you currently use the OPOC tool, how do you use your OPOC data?

  - ☐ We have implemented OPOC and are not yet, or are not yet fully comfortable, using OPOC data for QI purposes

  - ☐ We have been using the OPOC tool for some time and are comfortable using OPOC data as part of our QI projects and processes

Others? Please list:

PART C: QUALITY IMPROVEMENT ACTIVITIES AND RESOURCE NEEDS ASSESSMENT

As a participant in E-QIP, you will be able to access several resources to help you with your QI and data-related activities. Below is a list of the training and tools that will be available. Please check which resources you feel can benefit your organization. Please check all that apply.

Training to build QI and measurement capacity / knowledge

☐ For frontline staff

☐ For managers

☐ For senior team, executive director, board

Assistance with tools, templates and support to conduct quality improvement activities

☐ Assessment tools to understand your QI and data strengths and areas to work on

☐ Exploring quality issues and developing a problem statement

☐ Analysing and preparing data to confirm your problem statement

☐ Accessing, reviewing and using data from standardized tools (e.g., OPOC, OCAN, SS&A)

☐ Generating change ideas

☐ Developing a Quality Improvement Plan (QIP)

Do you have an identified QI project or initiative which could benefit from coaching support?

☐ Yes   ☐ No

If yes, please answer questions A through D:

A. Why do you feel this is a quality issue within your organization? Please tell us your story.

B. What is the problem, gap or opportunity that you would like to address? What data have you used to help understand the problem, gap or opportunity? Do you have a specific aim that you would like to achieve? For example, if you currently measure client experience with your services using the OPOC, is there a particular element of client experience you aim to improve and/or does your QI project or initiative align with a particular OPOC question? If yes, which question(s)?

C. How will this QI project or initiative help improve the services you provide and service users' health outcomes and/or experience of care?

D. Which quality domains does your QI project, or initiative align with? Please check all that apply.

CHECK ALL THAT APPLY	QUALITY DOMAIN	CLIENT MEANING	PROVIDER MEANING
	Safe	I will not be harmed by the health system.	The care my client receives does not cause them to be harmed.
	Effective	I receive the right care, and it contributes to improving my health.	The care I provide is based on best evidence and produces the desired outcome.
	Client-centred	My goals and preferences are respected. My family and I are treated with respect and dignity.	Decisions about my clients' care reflect the goals and preferences of the clients and family or caregivers.
	Efficient	The care I receive from all providers is well co-ordinated and efforts are not duplicated.	I deliver care to my clients using available human, physical, and financial resources efficiently, with no waste to the system.
	Timely	I know how long I have to wait to see a provider or for assessments or care I need and why. I am confident this wait time is safe and appropriate.	My client can receive care within an acceptable time after the need is identified.
	Equitable	No matter who I am, what I have, or where I live, I can access services that meet my needs. I am fairly treated by the health care system.	My clients and the populations I serve are provided differential approaches to access and service delivery as required in order to address systemic barriers and societal injustices ensuring every individual has access to the services they need, positive care experiences and outcomes, regardless of location, age, gender, race and other determinants of health.

PART D: DECLARATION

By signing or checking the declaration box below, I declare my support and endorsement of this application and for our agency to work with E-QIP over the next year.

If accepted, I confirm my QI lead and I will attend one of the virtual executive sponsor sessions to be held in September 2021.

☐   I declare my support and endorsement

ED / CEO SIGNATURE: _____

ED / CEO NAME: _____

Cohort 6 applications for quality improvement & data coaching support due: Aug. 6, 2021. Please submit your completed application to quality@e-qip.ca.

For additional information or assistance, please contact us at quality@e-qip.ca.

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Thank you for your application. We will contact you regarding the status of your application after all applications have been received and reviewed.