



Quality improvement and data culture assessment

AGENCY LEVEL

This tool is intended to assess your agency's quality improvement (QI) and data culture to identify your strengths and opportunities for improvement. Based on the results of the assessment, the Excellence through Quality Improvement Project (E-QIP) team will be able to recommend resources that your agency can access to strengthen your QI and data culture.

When completing the assessment, you may need to reach out to team members across your organization to collect the information you need. In order to get the most accurate reflection of where your organization is at, it's best to include the perspectives of as many members of the leadership team as possible in completing the assessment. This can be accomplished by having people independently complete the assessment, collating the results, then discussing and agreeing on the final ratings. It can also be done through group discussion and consensus, which can be facilitated by an E-QIP team member. When completed on an annual basis, the assessments will be able to show how your organization has grown in QI and data culture, advancing data quality and the increasing capacity to sustain QI improvements within the agency. This information will help you see your progress and will help the E-QIP team improve our offerings to you in order to better support targeted QI capacity building over time.

If you have any questions or concerns, please contact Naushaba Degani (ndegani@ontario.cmha.ca).

Agency name:

Agency address (main or head office if multiple locations):

Number of FTE in the agency:

Contact person:

Email:

Title:

Date of completion:

QI CULTURE:

Please answer “yes” (Y) or “no” (N) to the following questions about your agency:

	Y	N
1. Do you have a dedicated quality improvement (QI) role(s)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a quality committee?	<input type="checkbox"/>	<input type="checkbox"/>
a. If yes, does the committee review quality issues, opportunities and projects?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you develop a quality improvement plan to document your QI projects on a regular cycle (e.g., annual/bi-annual)?	<input type="checkbox"/>	<input type="checkbox"/>
a. If yes, do you share this plan with your quality committee and/or board?	<input type="checkbox"/>	<input type="checkbox"/>
4. Is QI part of your strategic plan?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is QI a regular agenda item in staff meetings?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is QI a regular agenda item for board meetings?	<input type="checkbox"/>	<input type="checkbox"/>
7. Are you accredited?	<input type="checkbox"/>	<input type="checkbox"/>
a. If yes, who is your accrediting body?		
8. Do you have a dedicated data analysis or decision support role?	<input type="checkbox"/>	<input type="checkbox"/>

For each statement, please select the response option that best describes your agency:

	NOT EVEN CLOSE	SOME WAY TO GO	NEARLY THERE	WE ARE THERE
Our leadership is knowledgeable about QI				
Our leadership supports a robust process for continuous quality improvement				
Our organization dedicates resources to QI (e.g., allocating time for staff to work on QI projects, allocating funds if required, staff training)				
We have a QI culture that supports staff to make necessary program changes				
Our leadership is willing to tolerate a reasonable amount of risk to enable QI work				
Our leadership supports learning from failures				
We are committed to having a significant proportion of staff trained in QI as is appropriate for their role				
Our agency has benefited from QI in areas beyond helping clients (e.g., removing waste, decreasing costs, making work easier)				
Our leadership is committed to sustaining improvements (e.g., dedicating resources, infrastructure changes and changes to policies and procedures)				

Please provide any additional comments about the QI culture in your agency (e.g., internal and external barriers, facilitators):

DATA CULTURE:

For each statement, please select the response option that best describes your agency:

	NOT EVEN CLOSE	SOME WAY TO GO	NEARLY THERE	WE ARE THERE
Our agency has prioritized establishing a strong data culture				
Our organization incorporates data-driven decision-making				
We have policies/procedures in place to ensure that staff regularly enter data accurately in the case management system/ electronic medical record				
We collect data efficiently				
Staff use data to support the delivery of services				
We monitor data quality on a consistent basis				
We set measurable performance goals based on benchmarks to evaluate our programs and services				
We collect standardized measures on our programs and services (e.g., wait times, OPOC data)				
We regularly generate reports based on our data systems (e.g., OPOC, OGAN, GAIN, OHRS) to measure our progress				
We have access to the data we need to support effective decision making for:				
a. client care				
b. program planning				
We have access to the expertise (e.g., PSSP implementation specialists) we need to support effective decision-making for:				
a. client care				
b. program planning				
We regularly act based on data analysis reports to continuously improve our programs and services				

Please provide any additional comments about the data culture in your agency (e.g. internal and external barriers, facilitators):