

December 8, 2016

Why Quality Reporting is Important

I was a healthcare executive. I was a long-term patient. Now I am a passionate advocate for improving our healthcare system – and honoured to be part of Ontario’s Quality Management Partnership (the Partnership), which is working determinedly on that critical, shared goal.

The Partnership was created to improve the quality and consistency of colonoscopy, mammography and pathology services throughout Ontario. By shining a light on quality in these areas, we can understand what is being done well and where there are opportunities for improvement. This work is vitally important. It helps ensure that we, as users of these three services, will receive the same high-quality care wherever we access it in Ontario, whether at a small-town clinic or at a large, urban hospital.

The Partnership recently released quality reports for the three health service areas. Those reports, combined with the dedicated efforts of our healthcare teams, are important because they provide access to information to improve quality on an ongoing basis and will contribute to better healthcare over time.

The Partnership has developed processes and opportunities to ensure that a variety of perspectives, including the public’s, guide the development of quality reports. For example, patient, family and public advisors have participated in this initiative since it began by sitting on expert advisory panels to help define what quality care means. Now, the Citizens’ Advisory Committee (CAC), a group of 9 volunteer members of the public, is helping the Partnership understand the type of information individuals want to know about the quality of mammography, colonoscopy and pathology services.

As Chair of the CAC, I am proud to represent this committee. We believe that this is what “putting patients at the centre of the healthcare system” means: involving patients, family and the public in decisions that affect us and providing us with opportunities to shape our healthcare system. As advocates of person-centred care, the CAC is pleased to see the commitment to quality improvement that healthcare providers and administrators have demonstrated in their collaboration with the Partnership.

And while the release of quality reports is a significant achievement, it marks just the beginning of a multi-year process. The CAC recognizes that this is a journey, not a destination, and it will take time to achieve the consistency we are working toward in a system that already provides excellent care. As quality data continues to be collected, measured and monitored, we will better understand not just where we are, but where we need to go to achieve our goals of person-centred, high-quality care for *all* Ontarians.

For more information about the Partnership and a list of committee members, visit qmpontario.ca, or contact info@qmpontario.ca if you have any questions.

Sincerely,
Judith John
Chair, Citizens’ Advisory Committee
Quality Management Partnership