

Quality Management Partnership Briefing Note

Quality Management Partnership Background

On March 28, 2013, the Ministry of Health and Long-Term Care (MOHLTC) announced the Quality Management Partnership (the Partnership), led by CCO and the College of Physicians and Surgeons of Ontario (CPSO). The Partnership is working in the public interest to ensure that all Ontarians have access to consistent, high-quality colonoscopy, mammography and pathology services.

In March 2015, the Partnership submitted its final report to the MOHLTC detailing the design recommendations for the three quality management programs (QMPs). In December 2015, the Partnership received a mandate letter from the MOHLTC directing it to proceed with implementing the three QMPs.

About Provincial QMPs

The Partnership worked closely with stakeholders to design the QMPs for each health service area. QMPs include:

- Standards, evidence-based indicators and guidelines that were developed in collaboration with clinical and health system experts, as well as with patients/members of the public;
- Quality reporting at the physician, facility, regional and provincial levels;
- A clinical leadership structure of provincial, regional and facility leads; and
- Resources, tools and opportunities to support quality improvement.

Implementation of QMPs

The work of the Partnership continues to support *Ontario's Patients First: Action Plan for Health Care* and its broad quality agenda by increasing transparency, accountability, and the patient experience.

2016/17 Milestones

Since the MOHLTC released its mandate letter in December 2015, the Partnership has:

Publicly released an inaugural report on quality in colonoscopy, mammography and pathology

- The Partnership released [Building on Strong Foundations: Inaugural Report on Quality in Colonoscopy, Mammography and Pathology](#) that described the current state of quality in Ontario in the three health service areas.

Established QMP Provincial, Regional and Facility Clinical Leads for the three health service areas

- Facility Leads have been confirmed at 99% of in-scope facilities.
- The roles of existing CCO regional leads for colorectal and breast screening have been expanded to include accountability for the colonoscopy and mammography QMPs, respectively.
- Ten Pathology QMP Regional Leads have been recruited. An additional regional lead has been recruited to provide support to regions that currently do not have a dedicated regional lead. Additional vacancies will be filled in 2017.
- Provincial quality committees were launched for colonoscopy, mammography and pathology.



Launched the Citizens' Advisory Committee

- The Citizens' Advisory Committee was launched in May 2016 and meets regularly to inform implementation planning, with a specific focus on public reporting.
- Citizens' Advisory Committee members participate on provincial quality committees to provide input on the design and delivery of the three QMPs.

Released QMP reports at the facility, regional and provincial level

- In the fall of 2016, facility, regional and provincial reports were released for the colonoscopy, mammography and pathology QMPs.
- The Partnership hosted a series of stakeholder engagement events to increase the adoption of the reports.
- Regional events were hosted by regional leads and continue to take place in order to build engagement around reports.
- A comprehensive evaluation framework was developed to solicit stakeholder feedback on the 2016 reports and to inform the content and design of future QMP reports.

Initiated a needs assessment of training requirements to enhance leadership skills of the provincial, regional and facility clinical leads.

- The design of facilitated feedback training was initiated to support 2017/18 report discussions.
- A learning management system was identified as a requirement to operationalize physician training.

Priorities for 2017/18

The Partnership continues to employ a phased, multi-year implementation approach that prioritizes and sequences activities based on their impact for delivering high-quality care, the availability of resources to support implementation and stakeholder support.

By March 31, 2018 the Partnership will:

- Release facility, regional and provincial QMP reports for all three health services;
- Release physician-level QMP reports on colonoscopy quality;
- Launch clinical lead training;
- Launch an online resource hub (LearnQMP); and
- Finalize public reporting plans.

For more information about the Partnership, please visit qmpontario.ca, or contact us at info@qmpontario.ca.