

Excellent Care for All Strategy

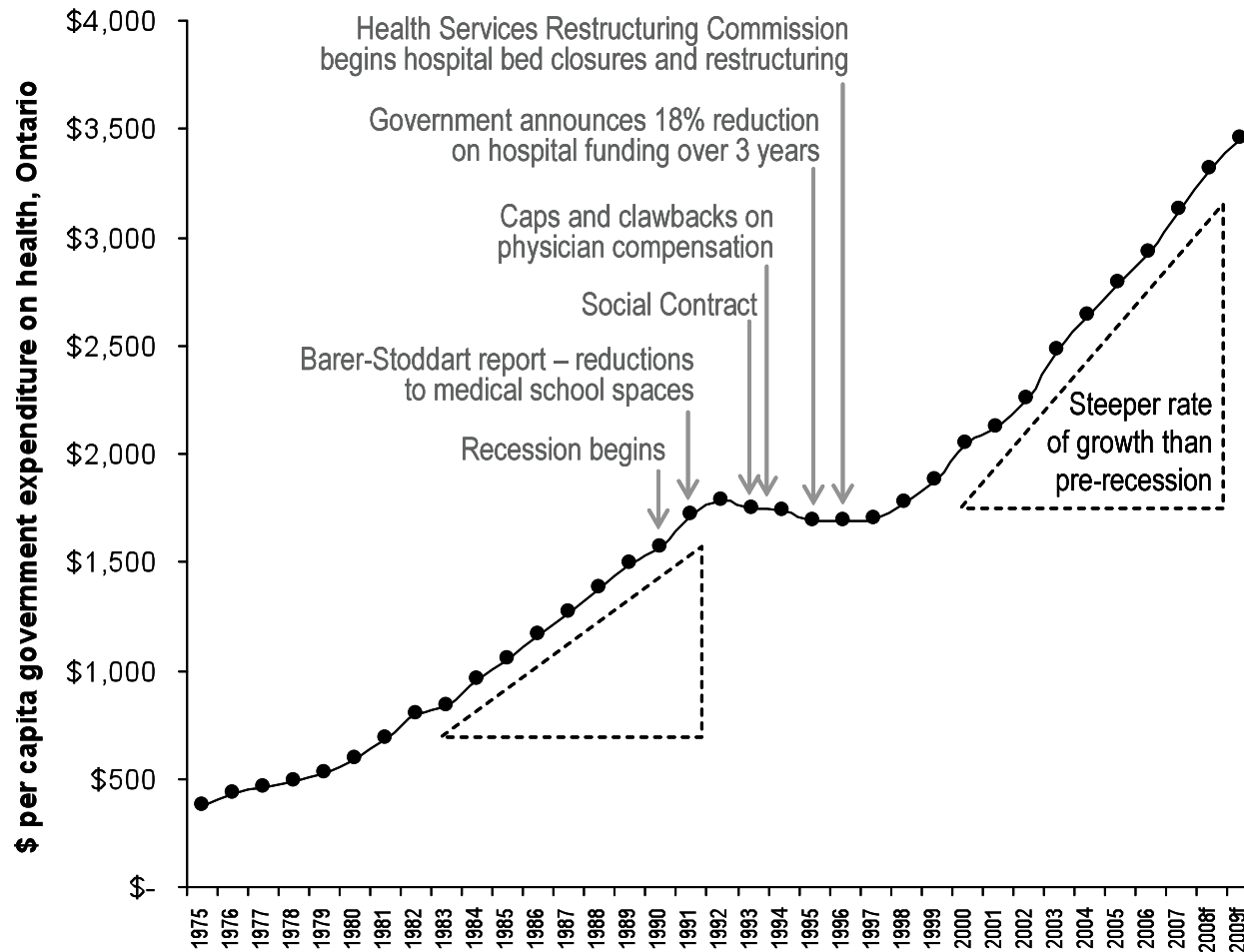
Breakfast with the Chiefs

Adalsteinn Brown

Ministry of Health and Long-Term Care

13/5/2010

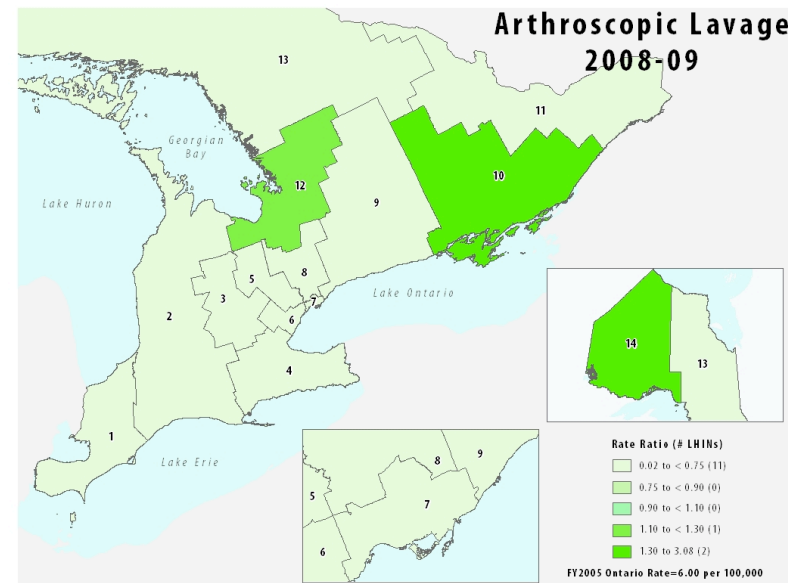
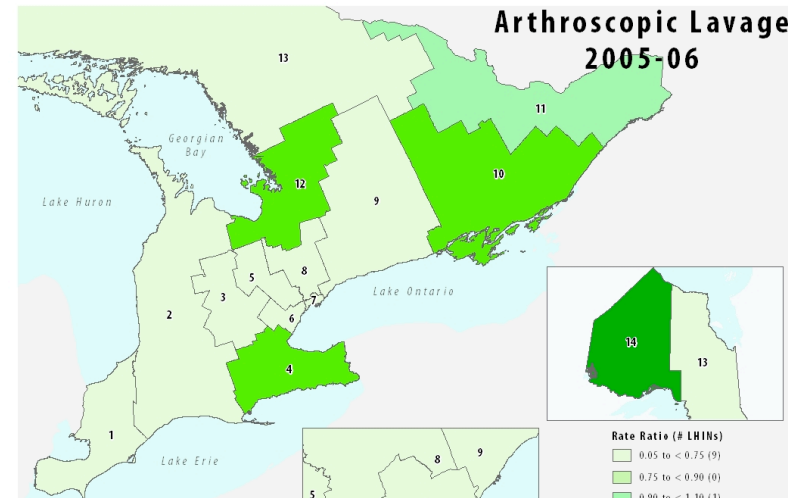
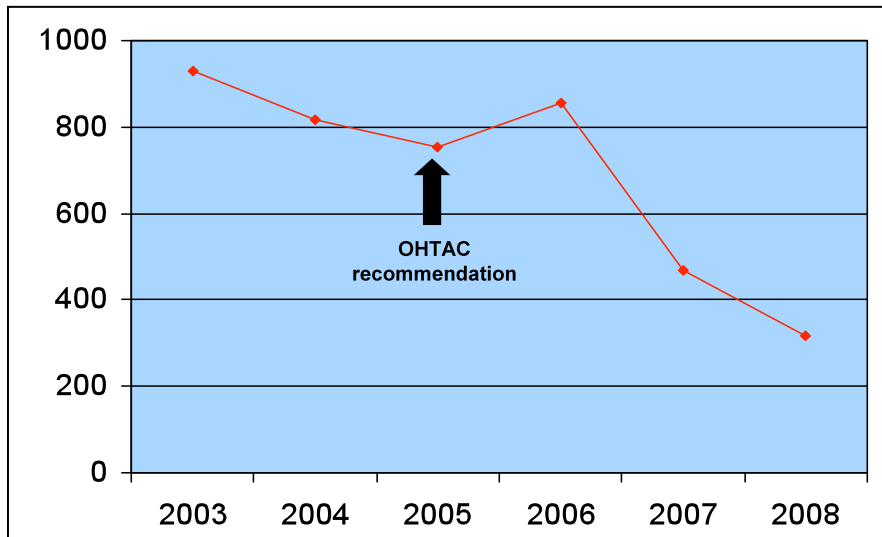
While health care costs in Ontario have been rapidly increasing, it is unclear whether the quality of care delivered to patients has been enhanced



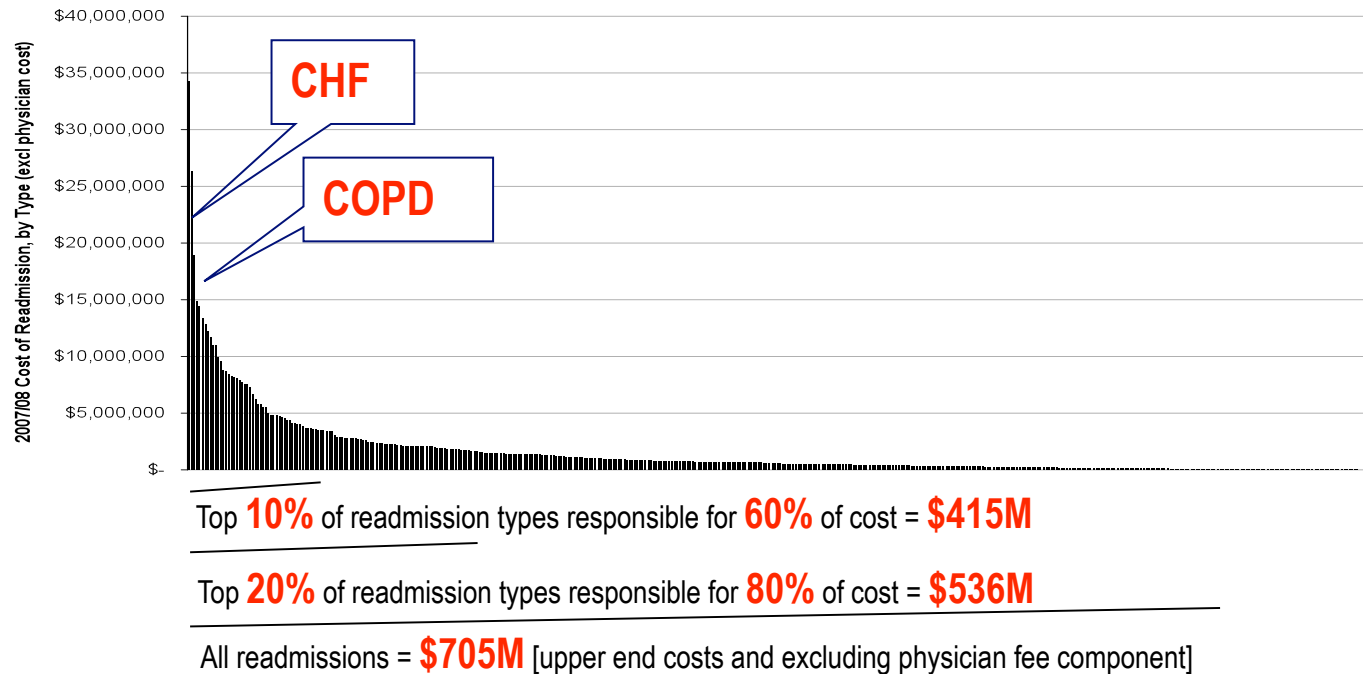
We know that adoption of evidence can have a significant effect on enhancing quality through reducing clinical variation...

OHTAC Recommendations (FY 2005):

- Arthroscopic debridement of the knee has thus far only been found to be effective for medial compartmental osteoarthritis. All other indications should be reviewed with a view to reducing the use of arthroscopic debridement as an effective therapy
- Arthroscopic lavage of the knee alone is not recommended for any stage of osteoarthritis



...and at the same time, reducing cost while simultaneously improving the patient experience

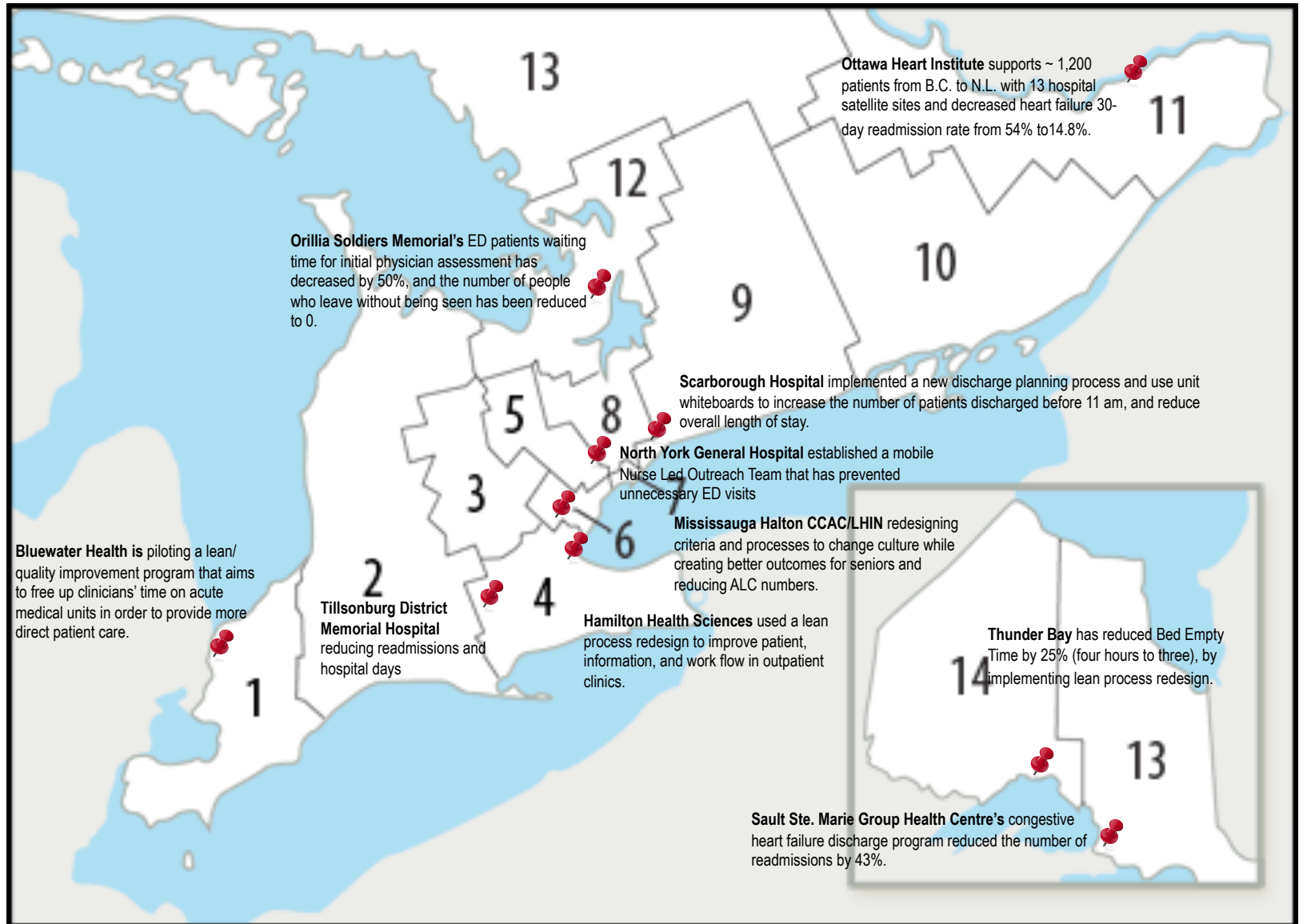


- Providing patients with written discharge instructions has been shown to decrease readmission, particularly in CHF
- Sault Ste Marie Group Health Centre demonstrated that sustained reduction of CHF readmission of over 40% is possible through targeted quality improvement efforts
- Enhanced Feedback for Effective Cardiac Treatment (EFFECT) demonstrated that public report cards on hospital performance can be an effective method for improving the quality of cardiac care

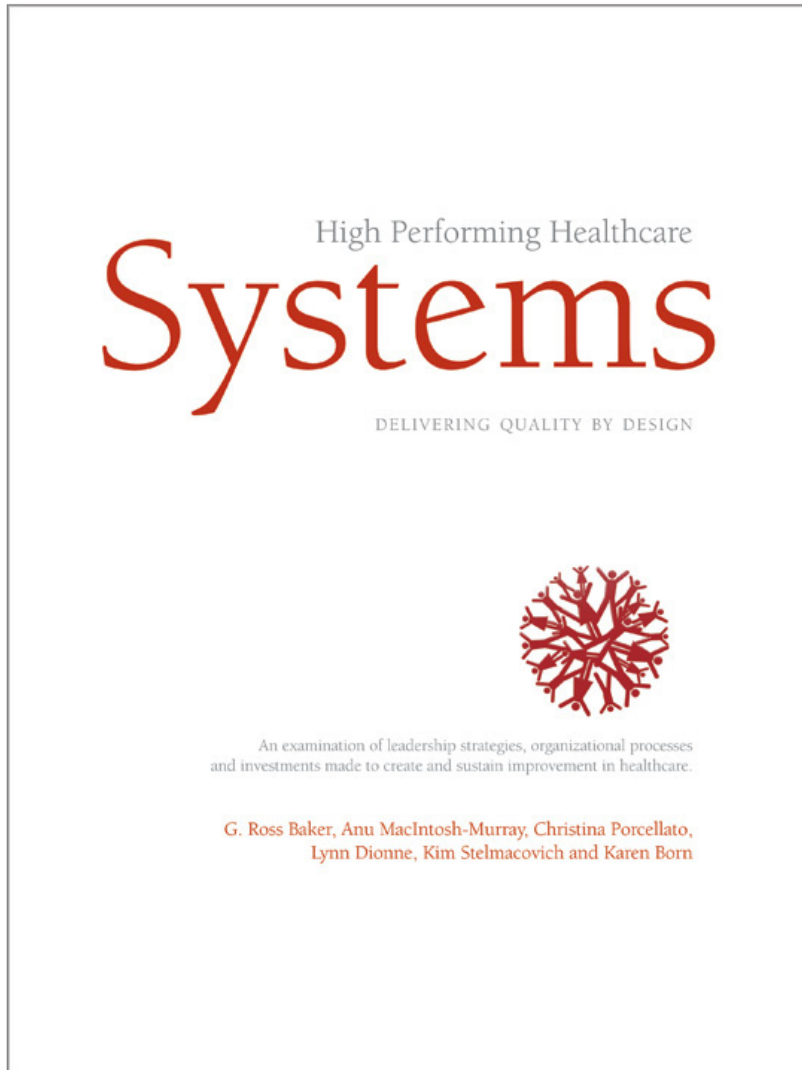
While there are many examples of quality improvement success stories across Ontario, our challenge is to have a more systematic approach

LHIN Regions

1. Erie St. Clair
2. South West
3. Waterloo Wellington
4. Hamilton Niagara Haldimand Brant
5. Central West
6. Mississauga Halton
7. Toronto Central
8. Central
9. Central East
10. South East
11. Champlain
12. North Simcoe Muskoka
13. North East
14. North West



A range of factors contribute to the design of a sustained systematic approach to quality

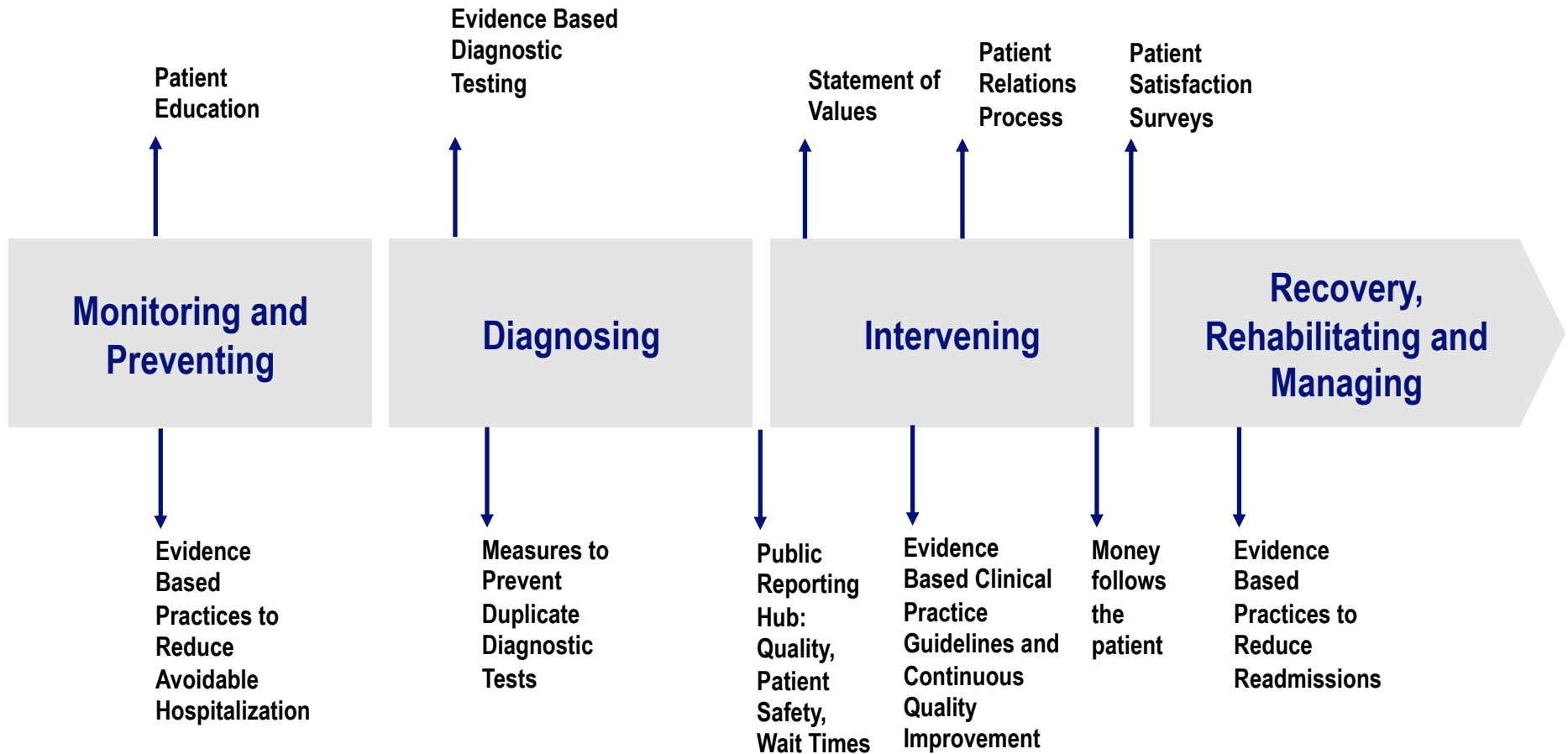


- Leadership
- Quality and system design is a core strategy
- Focus on patient first
- Engaged staff workforce and physicians
- Strategic alignment of aims, measures and activities
- Incentives and accountability
- Innovation, design and redesign of services
- Capability for improvement
- Incentives and accountability
- Information technology and meaningful measurement

The Excellent Care for All Strategy is designed to build the foundation for a high performing health system



The strategy will help ensure that care is centered around the person and enhances the patient experience



The Excellent Care for All Strategy will also help create a culture focused on continuous quality improvement throughout the system

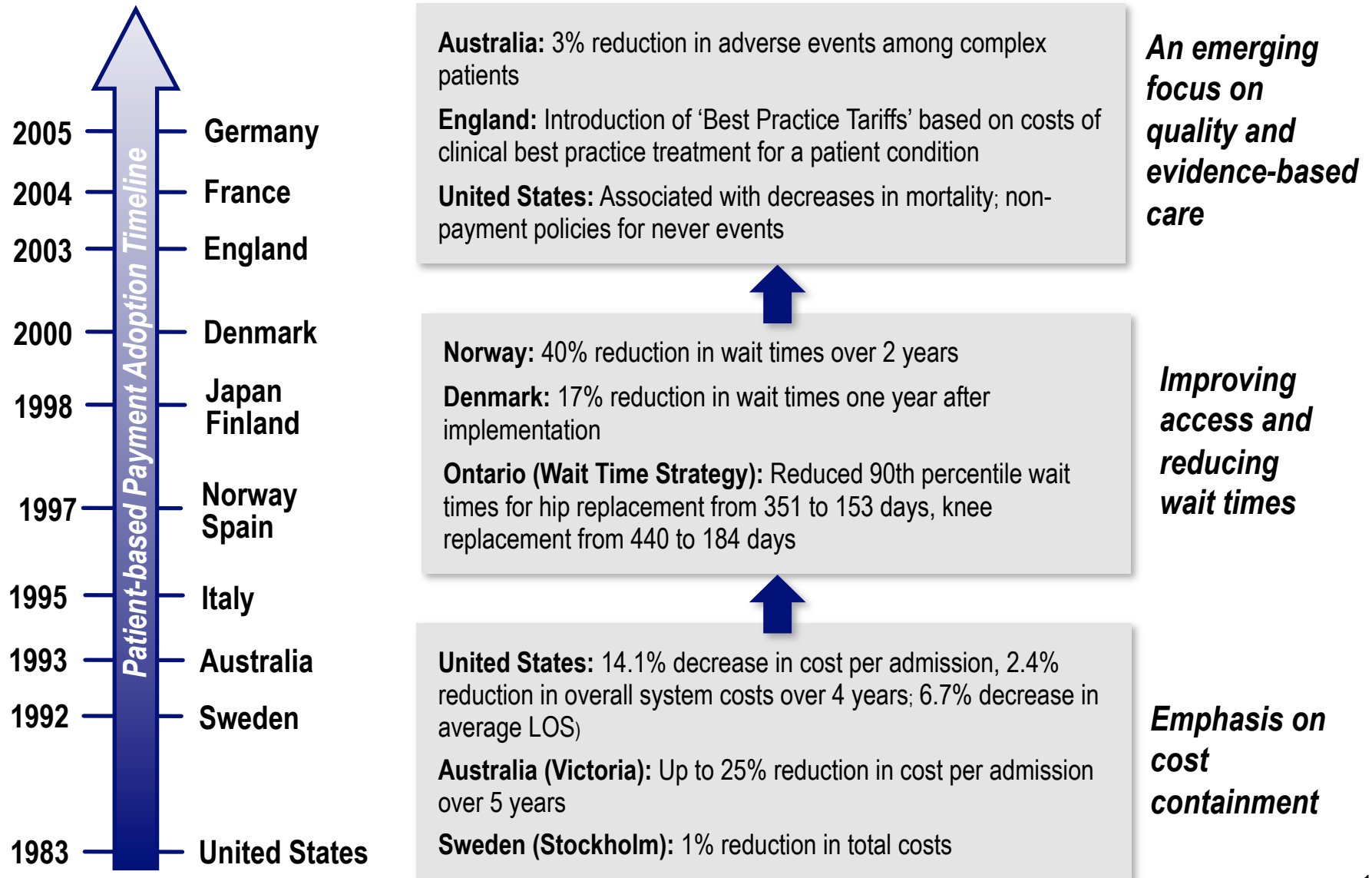
Strong CQI Culture at the Organization Level

- Quality Committees of the Board,
- Publicly available annual quality improvement plans
- Executive compensation linked to quality
- Patient relations process
- Patient/client/caregiver surveys
- Staff surveys to assess
- Declarations of values
- Critical incident reporting

Supported at the System Level

- Proposed expanded mandate of OHQC:
 - Provide recommendations to the health system on clinical practice guidelines and protocol
 - Provide recommendations in consultation with the public, to the Minister concerning the Government of Ontario's provision of funding for health care services and medical devices
- Patient based Payment
- Support from Quality Improvement organizations

Ontario's patient-based payment approach will draw from over 25 years of international funding policy evolution



We have only begun the journey to a truly sustainable, patient-centered and quality-focused health system

	Weeks	Months	Years	
Actions/Milestones	<p>Strengthened Critical Incident Reporting</p> <p>Excellent Care for All Act</p>	<p>Patient-based Payment Simulations</p> <p>Innovation Tournament</p> <p>Recommendations from OHQC</p> <p>Evaluations of Pilot QI Initiatives</p>	<p>Further Recommendations on Evidence-Informed Funding</p> <p>Patient Based Payment</p>	<p>Patient-Centered Care Across Continuum</p> <p>Sustained Culture Change</p> <p>Sustainable Healthcare System</p>
Results	<p>Quality as a Core Strategy</p> <p>Focus on Patients First</p>	<p>Engaged Workforce and Physicians</p> <p>Capability for Improvement</p> <p>Innovation, design and redesign of services</p> <p>Strategic Alignment of Aims, Measures and Activities</p>	<p>Inter-Professional Collaboration</p> <p>Fully Engaged Patient</p> <p>Incentives and Accountability</p> <p>Meaningful Measurement</p>	

Thank you.