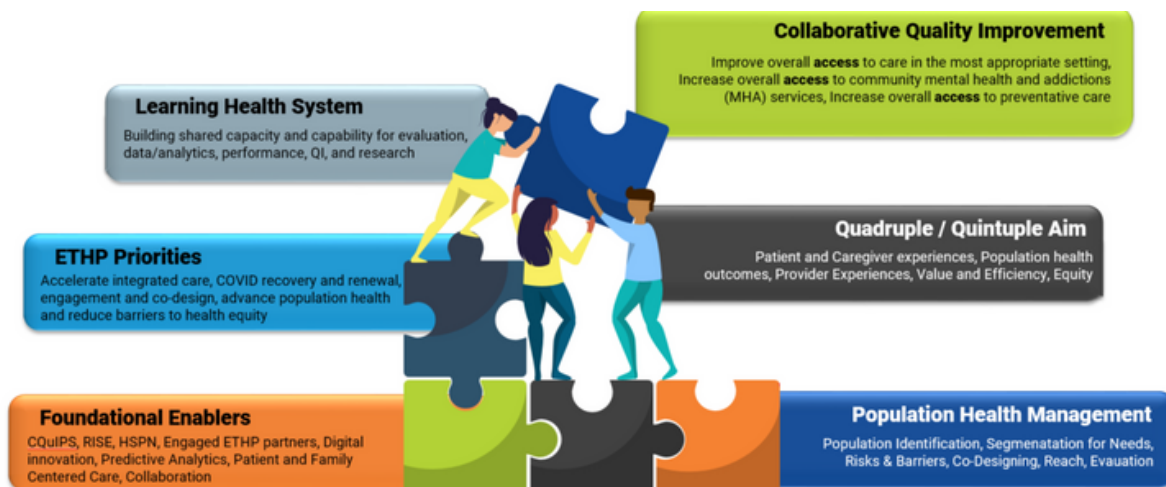


COLLABORATIVE QUALITY IMPROVEMENT PLAN (CQIP) 2022/23

Connecting the pieces to create a continuum of care focused on improving population health outcomes and health equity



What is a cQIP?

A Collaborative Quality Improvement Plan (cQIP) is a formal commitment to quality that an Ontario Health Team (OHT) makes to its community. Starting in spring 2022, all OHTs, including East Toronto Health Partners (ETHP), must develop, submit and implement a cQIP.

cQIPs include specific areas of improvement, goals and the ways in which OHT partners will work together to meet these goals. They are an important part of how OHTs deliver higher quality, more integrated care to the communities they serve.

cQIPs are especially important given the COVID-19 pandemic, which has significantly affected how people find and get care. Delays in care have resulted in missed routine preventative care, postponed surgeries, poor management of complex and chronic diseases, as well as other issues that affect patients, caregivers and care providers. COVID-19 has also worsened existing health inequities for racialized and vulnerable populations.

How will ETHP deliver its cQIP?

Our cQIP aims to:

- Identify improvement opportunities in collaboration with patients, caregivers and community members;
- Create shared quality goals and align quality improvement efforts across OHT partners to demonstrate equitable health outcomes;
- Support a culture of quality improvement across partners.

As an OHT, we have set a goal to become a [Rapid-Learning Health System](#) where frontline providers, patients and caregivers work side-by-side with experts in research and evaluation to assess, learn and implement care improvements in real-time. Our cQIP is an example of our Rapid-Learning Health System in practice.

East Toronto working groups have been established with patients, caregivers and care providers to identify barriers and opportunities for improvement related to cancer screening, alternate level of care (ALC) and mental health and substance use. These are three areas of improvement that were mandated for all OHTs, announced in summer 2021.

Together, we have also set measurable, attainable goals for these areas that will help keep our OHT accountable while further enabling learning and strategy-building across our partnership.

Highlights of our cQIP

Aligned with COVID-19 recovery

We are committed to creating a culture of quality improvement and innovation that is built on established frameworks and approaches for improving health for all, our OHT priorities and supporting COVID-19 recovery (see image above).

Data driven

Our goals are informed by data from the [Health System Performance Network](#) (HSPN) and [Ontario Community Health Profiles Partnership](#).

8+

strategies collaboratively identified to help us achieve our goals

25+

ETHP member organizations and patients, caregivers and community members engaged

15+

engagement and working group sessions completed

What's next? After submitting our cQIP to Ontario Health for review on March 31, 2022, we are now working with partners to build and execute a workplan that will help us reach our goals.

Areas of Improvement for 2022/23



Cancer Screening

Goal: Increase number of eligible patients in East Toronto who are up-to-date with Papanicolaou (Pap) tests, mammograms and colorectal screening. This helps improve access to preventative care.

How we will achieve this:

- Engage patients, caregivers and care providers in vulnerable neighbourhoods to identify opportunities to enhance education, referral processes and other areas to increase screening
- Empower and engage family doctors and other primary care providers to identify champions and share best practices
- Explore race-based data collection to determine if targeted efforts are needed for certain groups

	% of Eligible Patients Up-to-Date with Pap tests*	% of Eligible Patients Up-to-Date with Mammograms*	% of Eligible Patients Up-to-Date with Colorectal Screening*
2020/21	48.3%	47.35%	57.15%
Goal for 2022/23	50%	48%	58.15%



Alternate Level of Care (ALC)

Goal: Decrease percentage of ALC days in East Toronto. ALC days are defined as days where a doctor (or other designated care provider) indicates a patient occupying an acute hospital bed has finished the acute phase of treatment and may now be transferred to another setting such as a long-term care home or assisted living facility. This helps improve hospital capacity and patients' overall access to care in the most appropriate setting.

How we will achieve this:

- Identify at-risk patients and caregivers as early and proactively as possible and refer them to the appropriate services and supports offered by ETHP member organizations
- Strengthen patient navigation, caregiver supports and service outreach with focus on our priority neighbourhoods
- Expand partnerships between hospital and community to ensure rapid access to home care, transitional care and community services where appropriate

	% of Alternate Level of Care Days**
2020/21	13.17%
Goal for 2022/23	13.07%



Mental Health and Substance Use

Goal: Decrease rate of visits to hospital emergency departments that are the first point of contact for mental health- and substance use-related care. This helps increase patients' overall access to mental health and substance use services in the community, ensuring patients who are not in crisis can be connected with psychiatrists, family doctors and other care providers.

How we will achieve this:

- Enhance understanding of different barriers patients face to accessing mental health and substance use services in East Toronto to inform future system changes and improvements
- Improve access to community mental health and substance use services through collaborative ETHP initiatives, including the Youth Hub, Oakridge Health and Harm Reduction Hub and same-day access through COVID-19 Outreach Centres

	Rate of Visits to Hospital Emergency Departments That Are First Point of Contact for Mental Health and Substance Use***
2020/21	31.18
Goal for 2022/23	30.08