

Information about Quality Improvement

Quality improvement is an ongoing priority that helps us continually find new and better ways of doing things so that we can enhance care for patients, increase satisfaction and achieve even better clinical outcomes.

Our Quality Improvement Plan, or QIP, is one tool that we are using to help us document and review our current performance in a variety of areas. With this plan, we will be able to very clearly see our targeted areas for improvement and chart our progress.

Background on the Quality Improvement Plan

In June 2010, the Ontario Government passed the *Excellent Care for All Act*. This legislation will help support hospitals to further improve the quality and safety of care they provide for members of our community.

One of the ways that the *Excellent Care for All Act* is helping hospitals meet our community's expectations regarding quality, patient safety and accountability is through the public reporting of Quality Improvement Plans (QIP).

Quality Improvement Plans provide a meaningful way for Dryden Regional Health Centre to clearly articulate our accountability to our community, patients and staff. Our QIP is focused on creating a positive patient experience and delivering high quality health care.

How to Read the Quality Improvement Plan

Our Quality Improvement Plan (QIP) is made up of two parts:

- 1) A document that provides a brief overview of our quality improvement plan, highlighting and listing our hospital's top priorities for the year. ([QIP Short-form](#))
- 2) A spreadsheet that includes our improvement targets and initiatives. The spreadsheet includes a core set of indicators that all similar hospitals across the province are working on including hand hygiene, wait-times in emergency, patient satisfaction and finance total margin. ([QIP Spreadsheet](#))

The [Ontario Health Quality Council](#) has requested that all hospitals report on a series of core indicators to support province-wide comparisons. The core indicators that apply to our hospital are reflected in our QIP.

The QIP is only one of the ways we are working to improve our patients' experiences. Please feel free to contact us with any questions you may have.

Information for Patients and Families

Q - How is the QIP developed?

A – The Board of Directors for Dryden Regional Health Centre and our Quality committee are responsible for overseeing the development of the Quality Improvement Plan. The members of our Board and the Quality Committee work closely with our team of health care professionals to

determine areas where we are doing well and areas where we have room for improvement. From there, we set targets for the organization, which are reflected in the plan.

Q - What timeframe does the QIP cover?

A – Quality Improvement Plans are completed, submitted to the Ontario Health Quality Council and posted publicly annually at the start of each fiscal year, April 1st.

Q - What other quality improvement initiatives are underway at Dryden Regional Health Centre?

A – The hospital is working with community partners to develop a Seniors Friendly strategy for the community. We are also part of a community Narcotics Task Force working to address the issue of narcotics abuse in our area. We are members of the Kenora Rainy River Regional Laboratory Program, an alliance of regional hospitals that continually looks for ways to improve the delivery of laboratory services. DRHC is also working to develop electronic medical records through the Northwest Health Alliance and to implement a regional approach to credentialing of physicians. The Regional Supply Chain is composed of hospital members working toward the standardization of medical-surgical products. The Supply Chain offers the benefits of group purchasing and the value of volume-buying.

Q - Where can I find out more information about the *Excellent Care for All Act* and quality improvement plans?

A – Please visit www.ontario.ca/excellentcare for more information about the legislation and its requirements, including the Quality Improvement Plan