Excellent ICU Care - Is Good Ever Good Enough?

Critical Care Canada Forum
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The Quality Agenda in Ontario: An ongoing journey rooted in the front-line

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tr>
<td>2004</td>
<td><em>The Canadian Adverse Events Study</em> (&quot;Baker/Norton&quot; study)</td>
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<td>2004-2006</td>
<td>Local and grassroots efforts to improve quality and safety</td>
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<td>– Safer Healthcare Now!</td>
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<td></td>
<td>– <em>CQIPA</em> as enabling legislation, providing safe harbour protection to encourage sharing of quality of care information</td>
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<td>Small scale QI initiatives (CHQI, QIIP, OHQC)</td>
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<td>2010 +</td>
<td><strong>Excellent Care for All Act (ECFAA)</strong></td>
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<td></td>
<td>Health Quality Ontario established</td>
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<td>Evidence basis for funding</td>
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<td>MOHLTC internal re-alignment</td>
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Minimal ministry role; quality seen predominantly as a provider problem.

Ministry mandates public reporting; transparency and public accountability seen as key impetus for improvement.

Ministry adopts systematic approach to quality, with strong focus on governance, funding and infrastructure alignment.
Excellent Care for All Act

The people of Ontario and their Government:

... Believe that the patient experience and the support of patients and their caregivers to realize their best health is a critical element of ensuring the future of our health care system...

... Share a vision for a Province where excellent health care services are available to all Ontarians, where professions work together, and where patients are confident that their health care system is providing them with excellent health care...

... Recognize that a high quality health care system is one that is accessible, appropriate, effective, efficient, equitable, integrated, patient centred, population health focussed, and safe...

... Believe that quality is the goal of everyone involved in delivering health care in Ontario...
The right patient
in the right place
at the right time
receiving the best care the FIRST
time EVERY time

Foundational elements to enable and
focus the system
Patient is front and centre
Harmonization between funding,
policies and accountability

A professional pursuit of quality
care based on evidence and
what’s good for the patient

But what does Excellent Care for All really mean for………

Patients

Providers

Policy-makers

Value = Quality/Cost
Principles translated into discrete tactics…

- **Patient-centered care**
  - Patient declaration of values
  - Patient relations processes
  - Patient satisfaction surveys

- **Continuous quality improvement across the system**
  - Dedicated quality committees
  - Annual quality improvement plans
  - Executive compensation linked to quality improvement
  - Employee and care provider satisfaction surveys

- **Evidence-based standards of care**
  - Evidenced based funding of services
  - Reducing avoidable hospitalizations and diagnostics

- **Payment, policy and planning support quality and efficiency**
  - Funding Reform
    - Case mix funding for organizations and targeted activities
    - Policies for non-case mix and funding allocations
Critical Care Strategy

- an integrated 7-part program
- supports new and ongoing improvements to critical care access, quality and system integration
- built its successes through facilitating partnerships across hospital systems and developing critical care networks at the LHIN level and across the province to improve communication and strengthen our critical care system
- the development of the Critical Care Secretariat to work through a stewardship model enabling and enhancing accountability, empowerment and coordination at the hospital, LHIN and Provincial levels for Critical Care
The Critical Care Strategy

1. Critical Care Response Team Program
2. System-Level Training Initiatives
3. Critical Care Information System
4. Performance Improvement Collaborative
5. Ethical Issues of Access
6. HHR Investments
7. Surge Capacity Planning and Management

Improve Access
Improve Quality
Work as a System
The Critical Care Strategy Goals for QI

- Promote a culture of continuous quality improvement
- Support the development of a high performing critical care system
- Assist and support critical units in their quality improvement initiatives
- Demonstrate accountability and transparency
- Utilize evidence based best practice strategies to ensure patients are receiving high quality care
- Focus on improved measurement and performance with indicators reported in a balanced scorecard
A Province-wide System for Performance Measurement
A Province-wide System for Performance Measurement

Core Critical Care Services

Adult Critical Care Indicators

Pediatric Critical Care Indicators

Trauma and Burns Indicators

Neurosurgery Indicators

Organ Donation and Transplant Indicators

Balanced Scorecard

Hospital

LHIN

PROVINCIAL

ACCESS
QUALITY
SYSTEM INTEGRATION
The path forward: The Excellent Care for All Strategy reflects that quality is the primary driver to system solutions...

- Care is organized around the person to support their health
- Quality of care is supported by the best evidence and standards of care
- Quality and its continuous improvement is a critical goal across the health care system
- Payment, policy and planning support quality and efficient use of resources
Is Good ever Good Enough!