

**Service Provider (SP) Quality Improvement Plan (QIP) 2018  
Q&A Document**

	<b>Question</b>	<b>Response</b>
1	Has anything changed from last year?	No, there are no changes from last year. As before, the LHIN will be issuing their 2018-19 QIP in April 2018 and Service Provider Organizations (SPOs) then develop their SP QIP for June 2018, and report on the progress they made on 2017-18 SP QIP.
2	Does the SPO need to provide a quality improvement plan as part of its annual report for the contract and the SP QIP Report, or does the SP QIP report replace the first requirement?	There continue to be two requirements: <ul style="list-style-type: none"> <li>• The Contract requires the SPO to have a continuous quality improvement plan. Services Schedule 7.3.1(a).</li> <li>• The SP QIP Report is a report on how the SPOs' quality improvement plan aligns with the LHINs' QIP.</li> </ul> <p>The continuous quality improvement plan and SP QIP Report are two separate requirements—one does not replace the other.</p>
3	Notwithstanding the collaborative nature of the process, since it is a SP QIP Report, is it fair to say that targets/benchmarks should be set by the SPOs?	Yes, except where there has been agreement in a group, as to the targets. For example, if collectively the LHIN and its contracted SPOs agreed to achieve an 80% completion rate for a particular training course, then that would be the target.
4	Is it realistic to ask SPOs to report on results within 3 months of being made aware of LHINs' QIP?	The SPO is not reporting on results in the SP QIP Report; they are reporting on their plans and targets. It is in the SP QIP Progress report that the SPO is providing a report on the 2017-18 SP QIP.
5	If an SPO provides service in more than one LHIN, is the SPO required to submit different reports to each LHIN or will one provincial report suffice?	The SP QIP Report is provided in response to the LHIN QIP. There will be much that is similar, but they are all different to some extent – especially where there are local collaborative initiatives. For this reason the SPO will be required to submit a different report for each LHIN that they have a contract with. However, there will likely be a lot of opportunity for 'cutting and pasting' from one Report to another.

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6	Will there be a requirement for SPOs to report on their progress of the QIP at the end of a year—is this just done via the regular annual reporting process?	<p>The SP QIP Progress template has been developed this year for the purpose of reporting on the 2017-18 QIPs. The template design replicates the report that LHINs will be using in their report to HQO.</p> <p>It is possible that SPOs have been reporting progress on a regular basis to LHINs over the past year. If that is the case, the end of the year report may be a summary.</p>
7	Are supplies and equipment service providers (vendors) also required to submit SP QIP Reports?	The Ministry guidelines and Contract Performance Framework has not extended to vendors. This does not mean that a vendor may not be a key player in a collaborative effort, but a report is not required.
8	Where can I find more information on the targets and corridors for the initiatives?	<p>There are only targets for the 5 day wait time indicators at this time, which was established by the Ministry of Health and Long-Term Care as 95%.</p> <p>Health Quality Ontario has a resource for hospitals and long-term care, which provides information on approaches to setting targets, available by following the link below.</p> <p><a href="http://www.hqontario.ca/portals/0/Documents/qi/qip/appendix-a-target-setting-1611-en.pdf">http://www.hqontario.ca/portals/0/Documents/qi/qip/appendix-a-target-setting-1611-en.pdf</a></p>
9	Are you going to share SPO targets for each of the indicators?	QIP work is distinct from the Schedule IV Contract Performance Management indicators (reported on the portal). SPOs will be setting their own targets/goals in their QIPs, unless it is a collaborative initiative in which case everyone will agree on a target/goal.