

North Simcoe Muskoka **LHIN**

# **Integrated Quality, Risk and Patient Safety Framework for Home and Community Care**

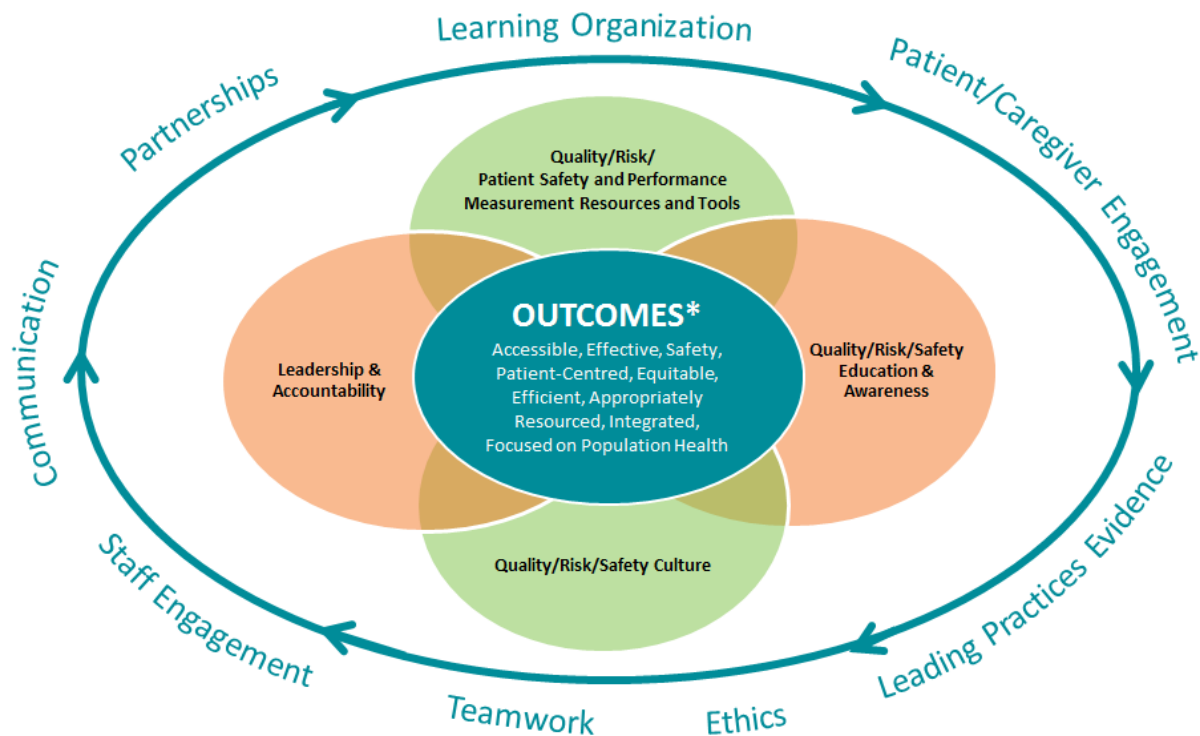
**Updated June 2019**

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# Integrated Quality, Risk and Patient Safety Framework for Home and Community Care

The NSM LHIN’s Integrated Quality, Risk and Patient Safety Framework for Home and Community Care demonstrates commitment to quality and safety at all levels of the organization including our contracted service provider organizations and vendors. The Framework incorporates risk management; performance measurement; patient safety; staff and service provider safety; and quality improvement which are interrelated and coordinated throughout the organization.



## Components of the Framework

At the center of the Framework are the desired outcomes we strive for as a health service provider, as identified by the Ontario Health Quality Council’s Attributes of a High Performing Health System. Surrounding the center of the Framework are the four elements required to achieve the desired outcomes. The outer circle represents enablers that support a culture of quality and patient/staff safety within the organization, inclusive of our service provider organizations and vendors.

# Four Elements of the Framework

## 1) Leadership and Accountability

Within the organization:

- Patient Safety and Quality as a strategic objective
- A Quality Improvement Plan (QIP) with oversight by the Quality and Performance Committee of the Board, that reflects continuous quality improvement and focus on improved patient care
- Quality Structures in place at the governance, leadership and staff levels (see Appendix 1) specifically:
  - Quality and Improvement Committee of the Board
  - Executive Management Team
  - Leadership Team
  - Quality of Care Committee for Home and Community Care
  - Patient Safety Committee and working group(s)
  - Professional Practice Advisory Committee and Communities of Practice
  - Privacy Committee
- Investment in Leadership for Quality, Risk and Patient Safety throughout the organization
- Policies in place that reflect legislative and/or regulatory changes, as well as best practices in patient safety and quality improvement

With our Service Provider Organizations and Vendors:

- Overall accountability within the Contracts team for the management of Service Provider and Vendor performance; application of the Provincial Performance Management Framework to support improvement
- Quarterly individual Service Provider and Vendor meetings with the Contracts Team to review performance results, provide analysis of results and discussion of opportunities for improvement
- Quarterly meetings with all Service providers and vendors to discuss quality improvement initiatives, patients safety and patient experience
- Ad hoc meetings to address concerns/issues/opportunities for improvement between scheduled meetings
- Service Provider representatives on the NSM LHIN's Patient Safety Committee and Ethics Committee

## 2) Performance Measurement, Resources and Tools

Within the organization:

- Enterprise Risk Management Framework and annual risk management cycle
- Monitoring and reporting of organizational, departmental, committee and project risks
- Development and monitoring of the annual Quality Improvement Plan (QIP) including monitoring of key priority indicators and the goals/targets for improvement initiatives
- Home and Community Care Dashboard including patient safety and quality indicators for the Quality and Improvement Committee of the Board, Quality of Care Committee and the Patient Safety Committee
- Monitoring and trending of patient safety events for the purpose of system improvement
- Monitoring of recommendations for improvement as an outcome of quality of care reviews to ensure implementation and sustainability
- Patient Safety culture tool completed annually to assess staff's perception of patient safety in the organization and to drive opportunities for quality improvement specific to patient safety and risk

With our Service Provider Organizations and Vendors:

- Contract indicators (Schedule 4 and internal indicators) established
- Quarterly performance reporting of Schedule 4 Indicators – populates agency scorecards
- Annual Report received from Service Providers and Vendors
- Development and submission of Service Provider QIPs to align with the NSM LHIN's QIP, identified priorities and change initiatives
- Completion of Service Provider and Vendor audits
- Monitoring and trending of patient safety events at the service provider level

### 3) Quality, Risk and Safety Education and Awareness

Within the organization:

- Patient and caregiver experiences incorporated into organizational learning and system improvement
- Quarterly review of organizational performance via the Quality and Improvement Committee of the Board, Leadership Team and Directors' Forum
- Monitoring data for trends, system improvement and education (e.g., patient safety events at Patient Safety Committee)
- Focused education on quality improvement, patient safety and risk management
- Patient safety education at monthly education days
- Patient safety as a standing agenda item at team meetings
- QIP and wait time data publicly posted on NSM LHIN's HCC website and the LHIN sharepoint home page
- Patient safety webpage

With our Service Provider Organizations and Vendors:

- Provider & Vendor event trending and sharing of improvement initiatives
- Provider portal to share information between the LHIN, and Service Providers and Vendors
- Sharing of audit results with Service Providers and Vendors, including identification of opportunities for improvement

### 4) Quality, Risk and Safety Culture

Within the organization:

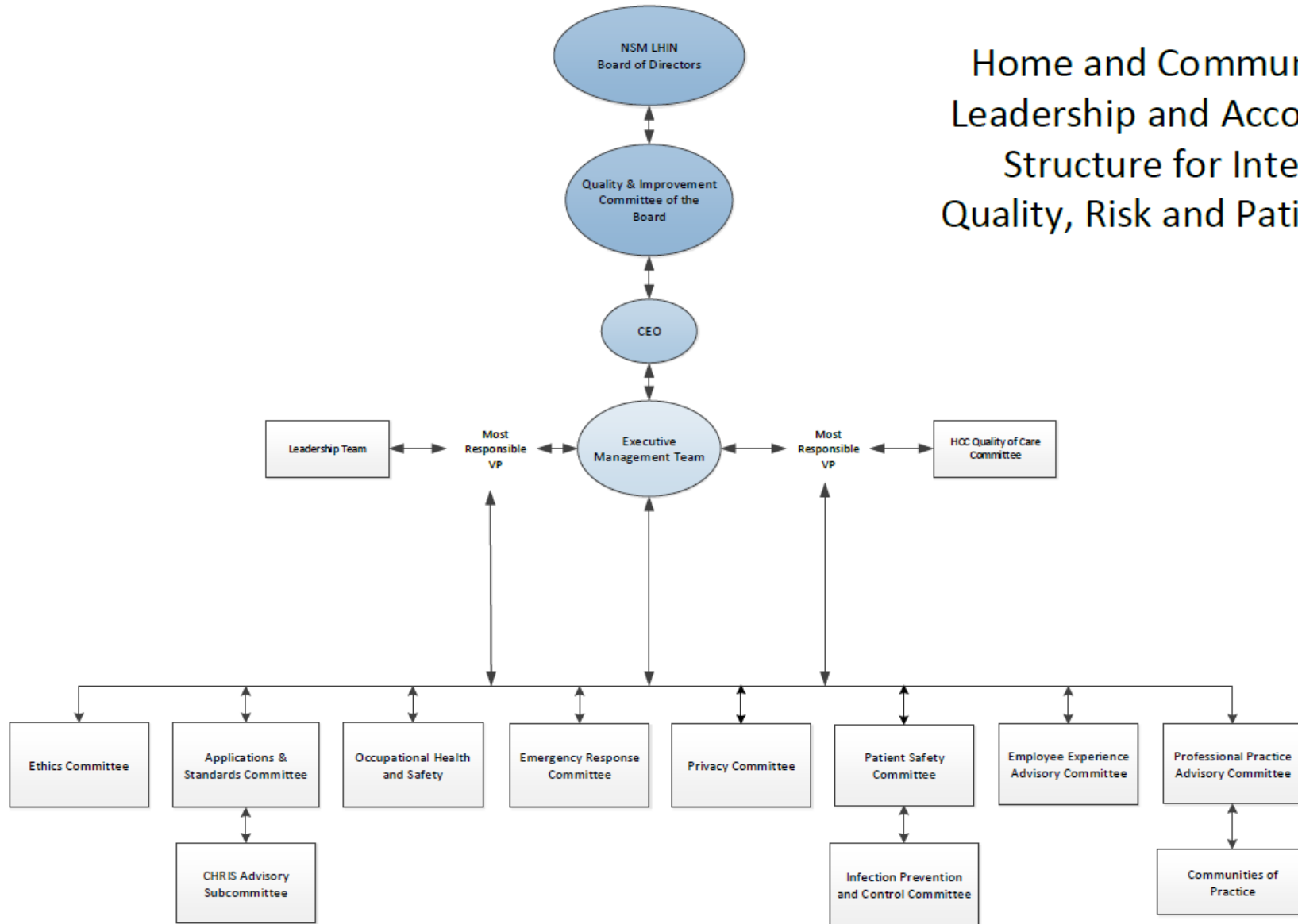
- "Accountability and Management of Patient Safety" Policy
- Comprehensive Event Management Framework with focus on incident analysis and system level improvement
- Involvement of care team in Quality of Care Reviews following critical patient safety events and patient complaints
- Patient Safety Committee and working groups with front-line staff and service provider participation and oversight of the patient safety plan
- Quality and Risk Team provides leadership for an organizational culture of excellence in quality improvement and risk management
- Involvement of management and front-line staff in organizational, committee, project, risk identification and management
- NSM Safety & Service Issues Framework to address risk to staff and patient

With our Service Provider Organizations and Vendors:

- Involvement of service providers and vendors in Quality of Care Reviews following critical patient safety events and patient complaints
- Collaboration with Service Providers and Vendors in quality improvement and patient safety related initiatives
- Provider and Vendor engagement in review of the QIP & Annual Reports
- Quarterly meetings with all Service Providers & Vendors
- Examination of internal processes and how they affect providers and safety
- NSM Safety & Service Issues Framework to address risk to staff and patient

Appendix 1 – HCC Leadership and Accountability Structure for Integrated Quality, Risk and Patient Safety

# Home and Community Care Leadership and Accountability Structure for Integrated Quality, Risk and Patient Safety





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