

R: August 24, 2020

Continuous Quality Improvement (CQI)

A Year in Review

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October 15, 2020



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Protecting and Promoting the Health of Ontarians

Ontario Public Health Standards: Requirements for Programs, Services, and Accountability

The Ontario Public Health Standards: Requirements for Programs, Services, and Accountability are published as the public health standards for the provision of mandatory health programs and services by the Minister of Health and Long-Term Care, pursuant to Section 7 of the *Health Protection and Promotion Act*.

Effective: January 1, 2018

Revised: July 1, 2018

Continuous Quality Improvement

Building a culture of quality is everyone's responsibility.



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What is it?

Continuous Quality Improvement (CQI) is an overarching philosophy that drives ongoing organizational improvements. It encourages us to think about what we can do better and how we can improve our efforts and processes to achieve better outcomes and greater value.

Quality improvement initiatives are the everyday activities that lead to program and service improvements. Some examples of quality improvement methods include lean review, charting audits, process evaluations, and ongoing performance monitoring.

What is our goal?

To create a culture of quality and continuous organizational self-improvement that ensures high-quality public health practice and increased satisfaction with our services.

How will we do it?

As an agency, we will:

- Strive to be **leaders** in quality improvement practice
- Develop our **skills** and build our **capacity** in quality improvement principles and techniques
- Consider quality improvement in **planning** and evidence-informed practice
- Ensure that **organizational structures** are in place to support CQI
- Measure, monitor, and evaluate quality improvement initiatives to demonstrate **accountability**

Activities will take place organization-wide, within programs and services, in administration and management processes, and at the individual level.

Why is it important?

A CQI approach helps increase the value and performance of the organization. A strong culture of CQI ensures that we are continuously striving for performance improvements and improved client satisfaction.

CQI also encourages transparency and accountability to our clients, the public, and other stakeholders. Boards of Health are mandated to ensure processes are in place to support organizational effectiveness and continuous self-improvement.

Who is involved?

Everyone has a role to play including:

- Board of Health
- Public Health staff
- Clients
- Partners
- Public
- Stakeholders

Leadership
Capacity and Skill Development
Planning
Organizational Structure
Accountability

Higher levels of performance

What is our goal?

- Help foster a culture of quality and continuous organizational self-improvement
- Provide direction for the implementation of quality improvement methods
- Encourage transparency and accountability for improvements
- Increase the value and performance of the organization

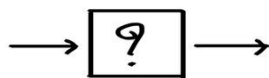
Innovation

Process

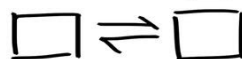


Efficiency

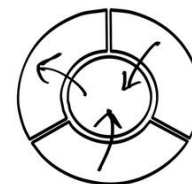
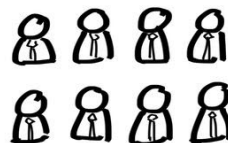
Vision



Strategy



Development



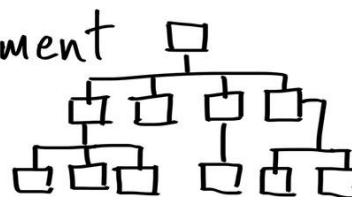
Analysis



Management



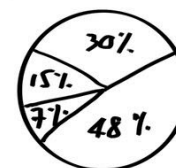
Teamwork



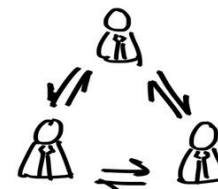
Research



Investment



Marketing



Partner

Our 8 Client Service Standards

We will...

1

Respond to telephone, email, or social media requests within one business day. Our responses or automated messages tell clients when they can expect to get a reply.

2

Strive to have services in French available, offered, accessible, and visible.

3

Offer our services respectfully to every client, recognizing the diversity of communities (for example, age, education, race, ethnicity, income, religion, gender, sexual orientation, or ability).

4

Make sure that our approaches and environments are culturally appropriate, safe, and inclusive.

5

Make sure that the locations where we offer services are accessible, welcoming, and respectful so that everyone has an opportunity to use and benefit from our services.

6

Strive to respond to requests from our communities, partners, or clients and to tailor our services as possible.

7

Make sure that all information and services provided to our communities use the best available evidence and strive for continuous improvement and ongoing learning.

8

Protect our client's privacy and keep their information safe and secure.



**How did
we do
today?**

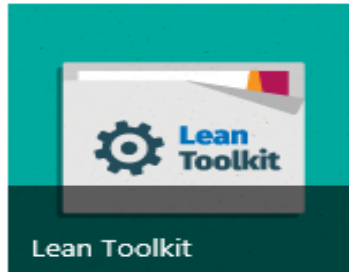
**Please complete
our survey.**



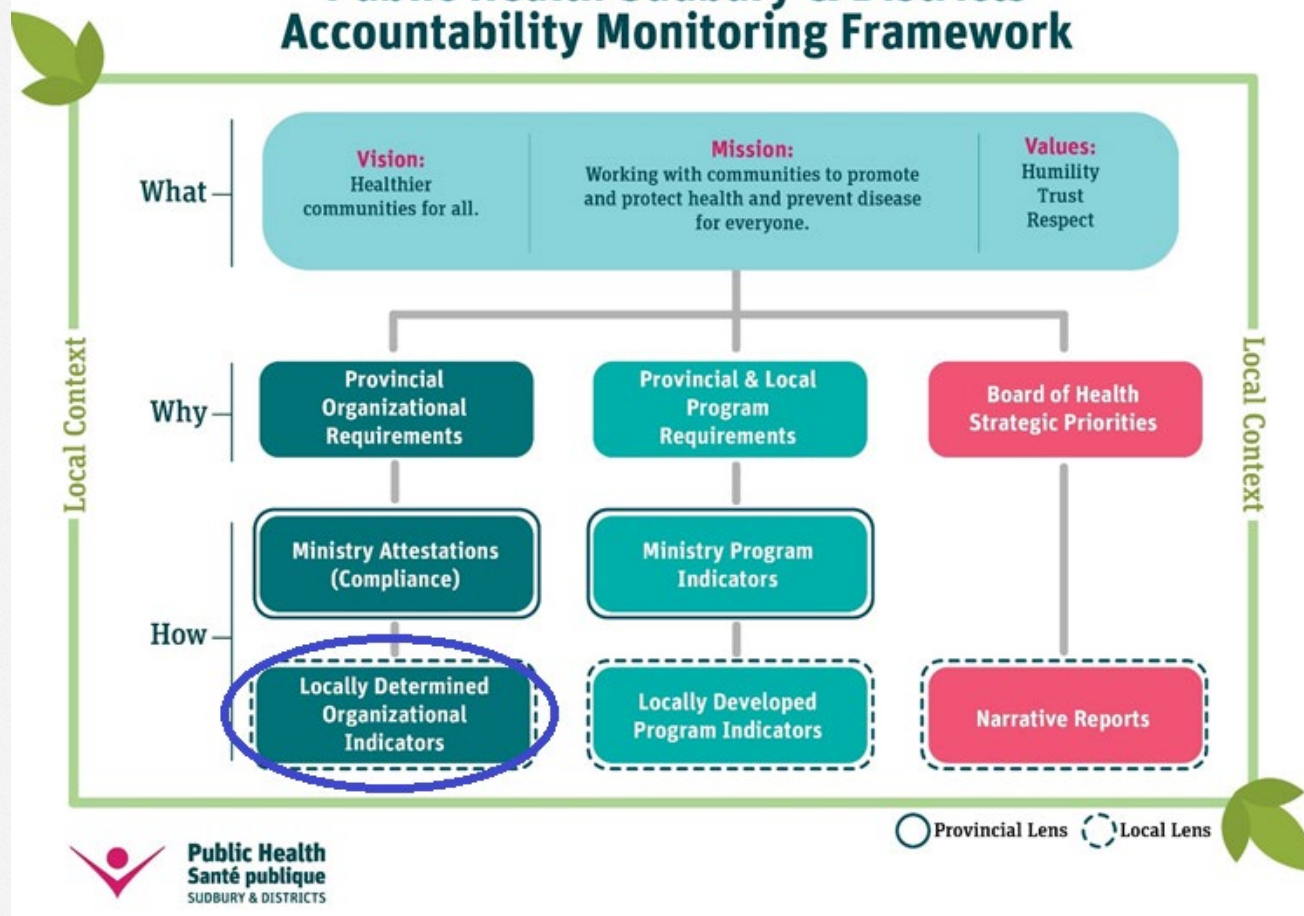
CQI Committee - 22 Champions!

Continuous Quality Improvement

Find it Quick



Public Health Sudbury & Districts Accountability Monitoring Framework



Strengthening



IN ONTARIO'S
PUBLIC HEALTH UNITS

Annual CQI Report

April 1, 2019 - March 31, 2020

Internal Report

Not to be distributed externally.

Public Health Sudbury & Districts
September 2020



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