

Title:	Quality Improvement and Patient Safety	Policy Number	1.4
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Section 1	Administration	Revision Date:	10 March 2021
Approved by:	Board of Directors		

POLICY

Lakeview Family Health Team is committed to continuously improving the quality of its programs and services. In particular, it seeks to improve performance across a range of outcomes linked to the Quadruple Aim Quality Framework: “better patient and population health outcomes; better patient, family and caregiver experience; better provider experience; and better value”¹ (Appendix 1).

Lakeview Family Health Team’s Board will monitor, evaluate and improve patient care by addressing quality issues and acting upon any opportunities to improve the quality and cost effectiveness of its programs and services, while ensuring provider wellbeing.

PURPOSE

The Board recognizes the importance of patient, caregiver and family experience as well as provider wellbeing in the continuous improvement the team’s programs and services, in terms of both health outcomes and cost effectiveness.

PRINCIPLES

A culture of safety and best evidence-based practice is the foundation for Lakeview Family Health Team’s process of continuous quality improvement. The quality and standards for patient care will align with the Vision, Mission and Values of the organization and will be supported by the team’s strategic goals and objectives.

PROCEDURE

The Board, with the assistance of the Quality Improvement Committee, will establish quality and patient safety performance targets and measures annually in the areas of:

- health outcomes
- patient experience
- provider wellbeing
- efficiency

Each quarter, the Quality Improvement Committee will review Lakeview Family Health Team’s Quality Improvement Plan (QIP) against the established performance metrics and recommend any remedial actions to improve performance so that it meets or exceeds the targets in the QIP.

The Board will review and approve policies and/or processes for reporting to the Ministry of Health and the community on the overall performance of the Lakeview Family Health Team.

The Board is responsible for oversight and decisions related to quality management using the following processes:

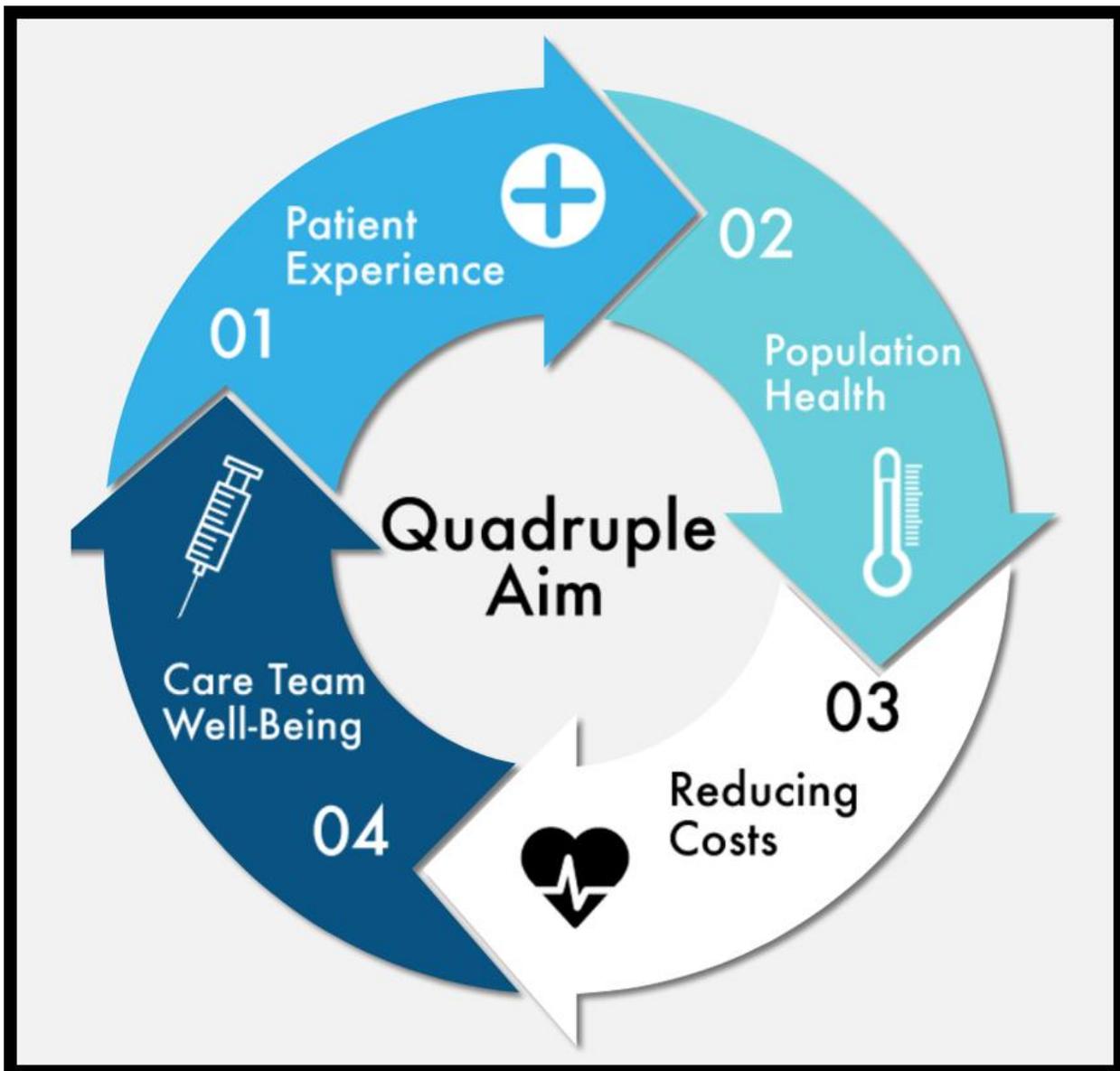
1. Review and recommend policies and standards
2. Oversee compliance with the Quality Improvement Plan (QIP)
3. Review and recommend remedial actions to address:
 - patients', practitioners' or employees' complaints or adverse events
 - declining patient health outcomes
 - inefficiencies
4. Mitigate risk by fostering a climate that supports and promotes continuous quality improvement

¹Ministry of Health (2019). *Ontario Health Teams: Guidance for Health Care Providers and Organizations*. p. 2-3.

Appendix 1 The Quadruple Aim Quality Framework

The objectives of the of the Quadruple Aim Quality Framework are to:

- maximize the health of the population,
- reduce the per capita cost of health care
- improve patients' experience
- promote healthcare providers' wellbeing



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