

December 21, 2012

Excellent Care for All Act Understanding Hospital Quality

Following the introduction of the provincial Excellent Care for All Act, hospitals are legislated to actively engage in quality improvement development, including:

- Collect feedback through surveys of staff, stakeholders, and the community
- Form a quality committee (January 1, 2011)
- Create annual Quality Improvement Plans

Hospitals have always been leaders in quality. The act is a key tool to help bring consistent quality across all hospitals and thereby provide a solid foundation for improving patient care.

The Role of the Quality Committee

A hospital's quality committee is a sub-committee of their main board. They are primarily responsible for monitoring and reporting on the overall quality of services, and issues, to the board. The committee is also responsible for:

- Making quality improvement initiatives and policy recommendations
- Sharing and monitoring best practice information
- Overseeing the preparation of the hospital's Quality Improvement Plan (QIP)

Quality Improvement Plans

Under the Excellent Care for All Act, hospitals are required to report on their quality improvement progress. The QIP is the annual document which includes the quality-based metrics and reporting information. The QIP is made available to the LHINs, Health Quality Ontario, and to the public by April 1, each year. The QIP is an opportunity for the hospital to highlight their commitment to:

- Delivering high quality health care
- Creating a positive patient experience
- Ensuring that it is responsive and accountable to the public
- Holding the executive team accountable for achievements
- Being open and transparent

In the first year of developing quality improvements, hospitals focused on compliance and implementation of the legislation. As hospitals and their quality committees have moved forward, they have taken significant strides to improve performance and standardization. For their next step, hospitals are encouraged to develop plans that look to the community for sharing and integration opportunities; as the patient experience extends beyond the wall of the hospital, so must the hospital's quality plans.



Ontario

Erie St. Clair Local Health
Integration Network
Réseau local d'intégration
des services de santé
d'Érié St. Clair



Erie St. Clair LHIN HEALTH CARE UPDATE

www.eriestclairlhin.on.ca

Hospitals in the Erie St. Clair LHIN

Our local area hospitals are doing excellent work with their QIP and have actively engaged the public. You can find each of the hospitals QIP's online:

- [Windsor Regional Hospital](#)
- [Hôtel-Dieu Grace Hospital](#)
- [Leamington District Memorial Hospital](#)
- [Chatham-Kent Health Alliance](#)
- [Bluewater Health](#)

Over the next year, our health service providers will play a pivotal role in helping to evolve our local health care system. Working with legislation such as the Excellent Care for All Act, we will continue to deliver better care, better experiences, and better value for everyone.

LEARN MORE

Quality Committees

<http://www.health.gov.on.ca/en/ms/ecfa/pro/updates/qualitycommittee/update.aspx>

Quality Improvement Plans

<http://www.health.gov.on.ca/en/ms/ecfa/pro/updates/qualityimprove/update.aspx>

For more information about the Erie St. Clair LHIN, please visit: www.eriestclairlhin.on.ca

For more information please contact Shannon Sasseville, Director, Communications and Public Affairs, Erie St. Clair LHIN, at 1-866-231-5446 ext. 3225 or at shannon.sasseville@lhins.on.ca

ABOUT THE ESC LHIN

The Erie St. Clair LHIN is a Ministry of Health and Long-Term Care agency that plans and pays for health care services totalling a billion dollars a year in our region alone – everything from hospitals to Meals on Wheels.

The Erie St. Clair LHIN strives to make the health care system better by understanding and responding to local needs and by getting services to work together more efficiently. That's how we'll all get better health care, while saving money and making the system sustainable for our children and grandchildren.



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