

## **Quality Improvement in Primary Healthcare – Environmental Scan, Capacity Map, Literature Review and Stakeholder Dialogue**

### **Background**

The Quality Improvement in Primary Healthcare Project was an initiative supported by one-time funding from the Ministry of Health and Long-Term Care to the Quality Improvement and Innovation Partnership. The genesis of the project was the identification of the need for further research and dialogue among relevant organizations that have a focus on primary healthcare and quality improvement in Ontario. A number of forums and workshops that included representatives from provincial organizations, academic departments of Family Medicine and the Ministry highlighted the importance of continued efforts to improve the quality of primary healthcare. The initiative was designed to build on earlier work by the Quality Improvement and Innovation Partnership (QIIP) and other organizations, including the March 2009 Quality Knowledge Exchange Workshop organized by the McMaster Quality in Family Practice (QIFP) project and subsequent strategic planning undertaken by QIFP.

### **Purpose**

A three-pronged initiative was proposed to support the development of a coherent, coordinated and efficient strategy for weaving continuous quality improvement into the fabric of primary healthcare (PHC) in Ontario, in the context of an overall effort to enhance quality across the health care system.

### **Approach**

The initiative was structured to combine:

- an environmental scan and capacity map of quality-related projects, programs, activities and expertise in Ontario that target PHC, including those that are cross-sectoral in scope;
- an overview of evidence regarding the effectiveness of quality improvement interventions in PHC; and
- a facilitated workshop to bring together senior representatives of key PHC stakeholder groups and Ontario leaders in PHC quality assessment and improvement.

A planning group consisting of stakeholder representatives and leaders in the delivery and evaluation of PHC quality improvement (QI) in Ontario was struck to guide the project. The goal of seeking participation of key stakeholders and QI leaders was to help generate engagement and a sense of ownership of the process and outcomes of the initiative and, ultimately, in a collaborative approach to PHC quality improvement in the province.

Each component of the project was completed by a contractual arrangement between QIIP (negotiated on behalf of the project planning group) and a qualified researcher or research team. The results of each component were presented to and discussed by the members of the planning group prior to broader dissemination. Below is a brief description of the deliverables associated with each component.

RFP and selection of researchers to complete project components	<p><i>Coordinated call for proposals, review and selection of research teams to support components of Quality Improvement in Primary Healthcare Project</i></p> <p>Awarded to: Primary Care System (PHCS) Program, Centre for Studies in Family Medicine, UWO Review Team: Dr. Moira Stewart and Leslie Meredith</p>
Environmental Scan and Capacity Map	<p><i>An environmental scan and capacity map of quality-related projects, programs, activities and expertise in Ontario that target PHC, including those that are cross-sectoral in scope.</i></p> <p>Awarded to: Dr. Anita Kothari, Dept. of Health Studies, UWO Research Team: Dr. Charmaine MacPherson, Dr. Anita Kothari, and Dr. Shannon Sibbald</p>
Literature Review	<p><i>An overview of evidence from Canada and other jurisdictions, regarding the effectiveness of quality improvement interventions in PHC</i></p> <p>Awarded to: Dr. David Price, Department of Family Medicine, McMaster University Research Team: Dr. Michelle Howard, Linda Hilts and Dr. Lisa Dolovich</p>
Stakeholder Dialogue and Summary Reports	<p><i>Supporting quality improvement in primary healthcare in Ontario</i></p> <ul style="list-style-type: none"> <li>• <i>Issue brief</i></li> <li>• <i>Deliberative dialogue</i></li> <li>• <i>Dialogue summary</i></li> <li>• <i>Evaluation report</i></li> </ul> <p>Awarded to: McMaster Health Forum Research Team: Dr. John Lavis and Dr. Ileana Ciurea + MHF staff</p>