

# Outcomes from developing and testing a *Quality* tool and process for assessing family practices' performance in Ontario

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**Purpose and Process** - Develop a comprehensive *Quality* tool and interdisciplinary voluntary assessment program in Ontario / Canada for Continuous Quality Improvement. This was achieved over 5 Phases with a mix of methods.

## Summary of Outcomes

- Demonstrated implementation of *Quality* program in range of rural and urban practices of 130 providers caring for ~74,000 patients.
- Trained practice advisors and assessors
- Delphi validated ~80 *Quality* indicators and reorganized to ~ 50 indicators in 8 categories aligned with IOM and OHQC: patient-centered, equitable, timely and accessible, safe, effective - clinical practice, efficient, integrated and continuous and appropriate resources
- A Book of Tools which provides a detailed description of the Indicators, associated criteria and information links for ready reference
- Mixed methods used developing, testing, and validating the tool and program over the 5 phases were essential in enhancing the understanding of the complex needs of this *Quality* program
- An International Conference in Toronto (2009), resulted in the recommendation for an integrated strategy to advance the quality initiative in Ontario / Canada



## Future Vision & Recommendations

- Further promote *Quality* program in Ontario
- Phase 6 : deployment to selected FM academic centers in Ontario 2010-2011
- “Book of Tools” and e-Learning Tool developed to support proficiency and competency in Quality Improvement projects
- Engage the endorsement and support of MOHLTC and stakeholders to advance the *Quality* program
- Work with Ontario stakeholders to develop a strategic framework for quality improvement in family practices in Ontario
- Support the long-term goal of standardized data collection and performance measurement for national / international research

Results Methods

### Phase 1

Initial Tool Development (2003 – 2005)

- Conducted international and national environmental scan and literature review, 13 focus group interviews, and site visits for extensive review of tools in UK, Australia, New Zealand and other countries
- Developed initial web-based Tool with 80+ indicators and 335 criteria (based on New Zealand tool *Aiming for Excellence*)
- Developed and implemented Quality Assessor Training program

### Phase 2

Pilot Testing (2005 – 2006)

- Conducted Pilot testing of the *Quality* program for performance evaluation with 3 FHT practices (solo and group) in rural and urban settings in Ontario
- Standards were met for 83% legal criteria and 94% (16/17) showed increased confidence and outcome satisfaction
- Commendable practice changes and improvements

### Phase 3

Field Testing (2007 – 2008)

- Field tested the program with 7 Family Health Teams (FHT's) including 130 health care providers caring for 74,000 patients
- Conducted Chart Audits for subset of clinical indicators and System Audits, Patient Satisfaction Surveys, and Staff Quality of Life Surveys
- Audit and survey data were compiled across practices and into comparative, anonymous practice profile reports for the FHT's
- Identified refinement of the tool could promote uptake in family practice

### Phase 4

Delphi Process Tool Refinement (2008 – 2009)

- Compared 80+ indicators and 355 criteria with similar tools (national and international) to evaluate content validity for Ontario
- Pre-Delphi Survey to establish how we would rate the indicators
- 63 indicators brought forward for review, using pre-defined inclusion / exclusion rules, by Delphi panel of 23 experts
- Validated indicators & related criteria were revised into 8 Categories that align with IOM and OHQC
- Developed Book of Tools

### Phase 5

e-Learning Tool Development (2008 – 2009)

- Using a prototype approach, developed a Web-based e-Learning tool for a selected set of indicators as proof of concept
- Beta version demonstrating competency and proficiency enablement in program uptake