

IDEAS Ted Freedman Award Submission 2016

AWARD SUBMISSION

Project Name: Quality Improvement (QI) at the Frontline: Improving and Driving Excellence Across Sectors (IDEAS)

Organizations Involved:, Health Quality Ontario, Institute for Clinical Evaluative Sciences, Institute for Health Policy, Management & Evaluation at University of Toronto in collaboration with the faculties of medicine across Ontario

The Innovation

Launched in 2013, the goal of IDEAS is to build capacity in QI through the development of a common language and approach to quality initiatives. IDEAS (Improving & Driving Excellence Across Sectors) offers two learning programs to accommodate individuals *leading* (Advanced Learning Program) and *participating* (Introductory Quality Improvement Program) in QI initiatives related to Ontario's health system priorities. For more info, visit www.ideasontario.ca.

The value of the Innovation as an agent of change

There are four aspects that make IDEAS a unique innovation in medical education and health professional training in quality, value and patient safety:

- 1. Scale is unprecedented in Canada-** IDEAS is the first Canadian province-wide approach to QI training in healthcare; the largest effort at a jurisdictional level in Ontario that rivals large scale training programs in the UK and US.
- 2. Cross-sectoral and interdisciplinary-** IDEAS provides a common language, methods and tools in QI to facilitate collaboration between individuals, sectors and disciplines to improve quality. Learning is interdisciplinary, interactive, peer-to-peer and team based with dedicated improvement and epidemiology advisors. By bringing together individuals and improvement projects from across disciplines, sectors and regions, IDEAS creates a rich and stimulating environment that supports creative problem-solving and new approaches.
- 3. Practical learning with change that matters to patients-** Participants apply their knowledge to relevant, meaningful examples and projects from the front-line of healthcare. IDEAS fosters the spread of knowledge and project learning through our online resources (including ShareIDEAS, a resource of QI projects) and an active alumni program to build and sustain a vibrant QI culture and community within Ontario's health system.
- 4. Unique Collaboration-** IDEAS is supported by a unique collaborative partnership between Health Quality Ontario, the Institute for Clinical Evaluative Sciences, the Institute of Health Policy, Management and Evaluation and the six schools of medicine in Ontario.

The evidence to substantiate the Innovation

A study commissioned by the Ontario Ministry of Health and Long Term Care in 2008 and lead by Baker et. al (1) found that common factors of high-performing health systems involved investments in leadership and strategy, organizational design and improvement capabilities. It was determined that transforming the Ontario health care system required a focus on education and training in QI of healthcare professionals and administrators from across disciplines and sectors (1).” In 2012, the Ontario government responded with the investment in IDEAS, with the end goal of creating a high-performing health care system with a focus on better quality care for patients powered by innovative thinking and led by a critical mass of engaged health care professionals. IDEAS is built off the internationally renowned and rigorously evaluated training programs pioneered by Intermountain Healthcare in the U.S., (2) but customized to Ontario’s system needs.

A formal annual evaluation of IDEAS is conducted by an independent party using a comprehensive, mix-methods approach to assess the project’s progress against multiple evaluation criteria including effectiveness, efficiency, relevance, alignment and sustainability.

The outcomes to substantiate the Innovation

Well into its third year, the fulfillment of the vision of IDEAS to create a critical mass of engaged, quality improvement trained healthcare leaders is being realized through exceeding our initial targets including the **381** graduates of the Advanced Learning Program, over **2,129** learners of the Introductory Program and the **127** transformative applied projects that have gone through the program. Similar evaluation findings from Year 1 and Year 2 include:

- > 90% satisfaction with quality of the program, knowledge & skills covered, and new knowledge gained
- >80% of Advanced Program participants and 75% of Intro Program participants applied knowledge and skills to their project and helped them lead or be an active team member in a QI project
- ~60% of Advanced Program participants have made significant impact on quality of health care and improved patient outcomes and experience
- Focus groups that included Introductory Program participants indicated that they gained many foundational QI elements and were now versed in QI concepts and tools

A key impact that IDEAS has shown through evaluation results of Year 1 and Year 2 of the Advanced Learning Program and the Introductory Quality Improvement Learning Program is the beginning of a cultural shift towards quality improvement, demonstrated through a change in behavior and mind set of those who have completed the program and are now better prepared to tackle complex health system issues.

References

- 1.) Baker, G.R., A MacIntosh-Murray, C. Porcellator, L. Dionne, K. Stelmacovich and K. Born. 2008. “Learning from High- Performing Systems: Quality by Design.”

High Performing Healthcare Systems: Delivering Quality by Design.” 11-26.
Toronto: Longwoods Publishing.

<https://www.longwoods.com/publications/books/571>

- 2.) Baker, G.R., A MacIntosh-Murray, C. Porcellator, L. Dionne, K. Stelmacovich and K. Born. 2008. “Intermountain Healthcare” *High Performing Healthcare Systems: Delivering Quality by Design.*” 151-178. Toronto: Longwoods Publishing.

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