



RESULTS FROM THE QI MATURITY TOOL

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DEMOGRAPHICS

- 33 responses of the 36 units
- 29 surveys fully completed *(31 as of this morning)*
- Data represents all but two LHINS *(all but one as of this morning)*



QI MATURITY TOOL FOR PUBLIC HEALTH AGENCIES

- Allows for the assessment of QI sophistication.
- *Measures how far along a public health agency is regarding:*
 - *QI organizational culture = commitment and collaboration*
 - *Capacity and competency = skills, methods and investment*
 - *QI Alignment and Spread = integration, authority and value*
- ***...What did we find out about units across Ontario?***



DOMAIN 1: QI ORGANIZATIONAL CULTURE



Commitment

Questionnaire Item	% Agree & Strongly Agree
Leaders are receptive to ideas for improving quality	93.10%
Impetus for improving quality is external	24.10%
Leaders work together for common goals	69%

Collaboration

Questionnaire Item	% Agree & Strongly Agree
Staff help solve problems	79.30%
Staff routinely contribute to decisions	69%

DOMAIN 2: CAPACITY & COMPETENCY

Skills

Questionnaire Item	% Agree & Strongly Agree
Leaders are trained in basic QI methods	34.50%
Staff members are trained in basic QI methods	17.20%



DOMAIN 2: CAPACITY & COMPETENCY

<u>Methods</u>	
Questionnaire Item	% Agree & Strongly Agree
Staff has skills to monitor quality of programs	27.60%
Agency has objective quality measures	34.40%
Staff use methods to identify root causes	24.10%
Staff use best or promising practices	85.70%
Programs are continuously evaluated	46.40%
The quality of programs is routinely monitored	50%

DOMAIN 2: CAPACITY & COMPETENCY

<u>Investment</u>	
Questionnaire Item	% Agree & Strongly Agree
Agency has a quality improvement officer	35.70%
Agency has a QI council, committee, or team	50%
Agency has a QI plan	32.20%

DOMAIN 3: QI ALIGNMENT & SPREAD

<u>Integration</u>	% Agree & Strongly Agree
Questionnaire Item	
Job description include QI responsibility	42.90%
Staff is aware of external QI expertise	25%
Staff at all levels participate in QI	39.30%
Customer satisfaction information is routinely used	39.30%
QI efforts usually adopted by other programs	53.60%
Accurate and timely data available for QI	46.50%
Improving quality is integrated into agency practice	28.60%

DOMAIN 3: QI ALIGNMENT AND SPREAD

Authority

Questionnaire Item	% Agree & Strongly Agree
Staff has authority to make change	78.60%
Staff has authority to work across program boundaries	43.20%

DOMAIN 3: QI ALIGNMENT AND SPREAD



<u>Value</u>	
Questionnaire Item	% Agree & Strongly Agree
Spending time and resources on QI is worth it	92.80%
Key decision makers think QI is important	85.70%
Using QI will impact health of my community	96.40%
Staff will notice change as a result of QI	89.30%

WHAT THE DATA TELLS US

Domain 1: QI Organizational Culture

- **Commitment & Collaboration** both score **high**

Domain 2: Capacity & Competency

- **Skills, methods, investment** have all scored **low**

Domain 3: QI Alignment & Spread

- **Integration** has scored **low**
- **Authority** is **neutral**
- **Value** has scored **high**



TABLE EXERCISE

- Pull out the sheet in your folder
 - On it is the data that I would like you to reflect on as a group
 - Questions are there to guide your discussion
 - Designate a note taker and write notes from your discussion on the back of the sheet
 - Report back with **3 key points** regarding your discussion
- *The idea is to share ideas on what has worked, what you may be thinking of doing or what is need to improve this area*



THANK YOU!

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Interprofessional Education For Quality Improvement Program