



Quest for Quality

Quality and Process Improvement Program

The South West Quality and Process Improvement program is pleased to present quality improvement resources for Health Service Providers and partners who want to make health care better.

Sustaining success

The Quality and Process Improvement program (QPI) was developed by the South West LHIN in part to sustain the momentum of Partnerships for Health (PFH). PFH was a three-year initiative to improve diabetes care at the primary care level. It was a huge success, achieving significant improvement in 10 of 11 quality indicators.

The goal of QPI is to support and foster an environment of continuous quality improvement across the South West LHI. QPI is housed at the South West CCAC and funded by the South West LHIN.

A team of dedicated experts

The QPI team comprises:

- Lana Dunlop, Program Lead
- Tamara McAllister, Coach
- Devi Pandya, Coach
- Shaun Smith, Coach
- Krista McCullen, Data Analyst
- Jennifer Thompson, Executive Assistant

Advancing priority projects

The QPI team will focus on two system-level priority projects that have been identified by the South West LHIN. The team will provide ongoing support to:

- Existing PFH quality improvement teams
- The new Home First initiative

QPI coaches will offer assistance, encouragement and guidance to quality teams. The QPI team will build relationships across the care continuum by meeting face-to-face with providers involved in the two projects. Team members will also facilitate improvement sessions and provide tools, templates and education.

“Quality can no longer be a hobby.”

Jim Easton, NHS National Director for Improvement and Efficiency and keynote speaker, South West Quality Symposium

Quest for Quality website

The QPI website, www.questforquality.ca provides information and inspiration to providers engaged in the quality improvement process. The site provides links to tools and templates, and will also enable data collection and reporting of priority quality projects.

Making a difference

QPI will:

- Increase awareness of the importance of quality improvement in today's healthcare environment
- Sustain and grow quality improvement initiatives
- Encourage sharing of quality improvement ideas across sectors
- And ultimately, improve care in the South West

For more information visit our web site at www.questforquality.ca.

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Partnerships for Health

A BIG SUCCESS

WHAT'S NEW

Motivational Interviews
Friday, March 25, 2011

Health Bulletin - Winter 2011
Tuesday, February 01, 2011

Partnerships for Health
Bulletin - August 2010
Monday, August 23, 2010

Ontario
South West Local Health Integration Network