



Addictions &
Mental Health
Ontario

Dépendances &
santé mentale
d'Ontario



Canadian Mental
Health Association
Ontario



Ontario
Health

camh

Quality improvement capacity building in community mental health and addiction agencies in Ontario, Canada: **The Excellence through Quality Improvement Project (E-QIP)**

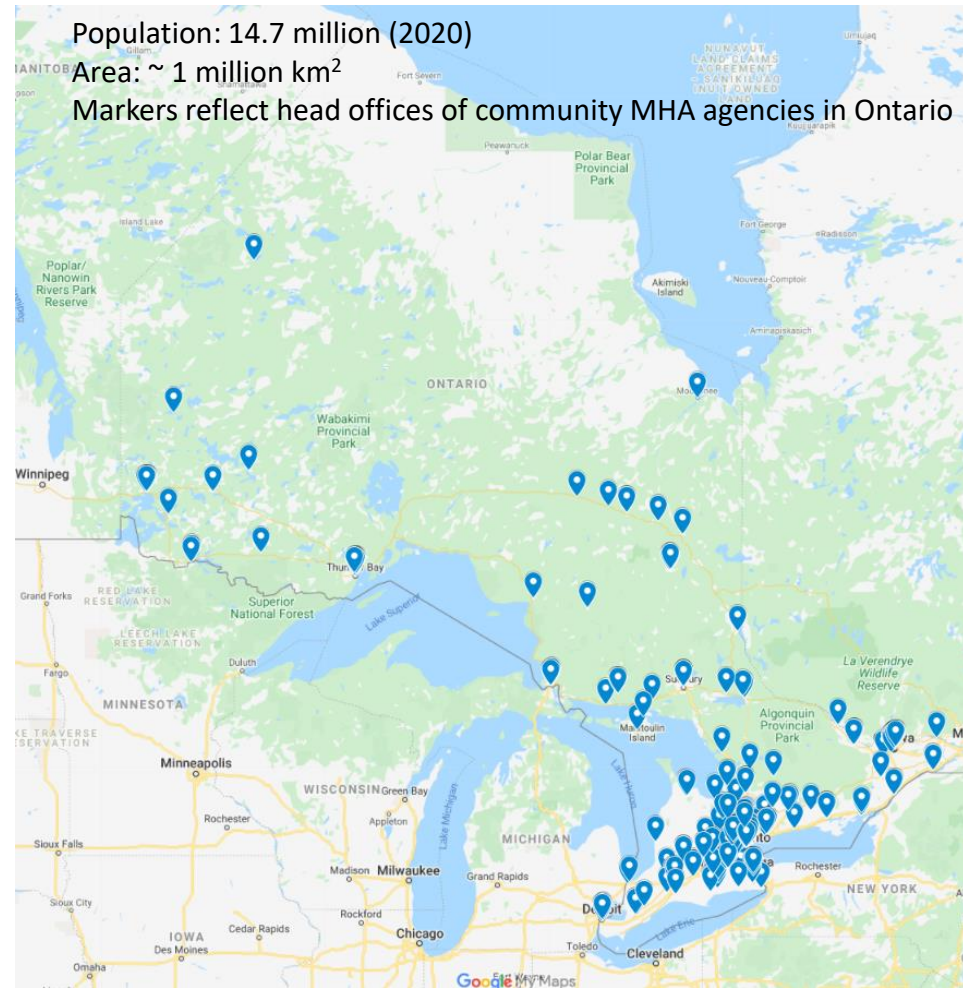
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E-QIP is funded by Ontario's provincial Ministry of Health with oversight by the
Mental Health and Addictions Centre of Excellence at Ontario Health



Community Mental Health and Addiction Care in Ontario, Canada

- The sector is made up of a number of agencies ranging in size and services delivered.
- While QI is often not a core function of community agencies, providers are dedicated to delivering high quality services.
- There are almost no mandated data collection tools in the sector; community agencies are committed to high quality, comparable data.



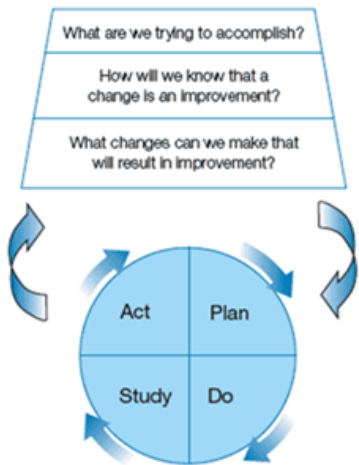
The Excellence through Quality Improvement Project (E-QIP) is...

- A program that provides **leadership and capacity building** in quality improvement, measurement and use of data for decision-making
- A **trusted liaison** between the community sector, provincial government, and health system planners
- A **lever** to operationalize Ontario's plan to improve mental health and addiction services for communities across Ontario

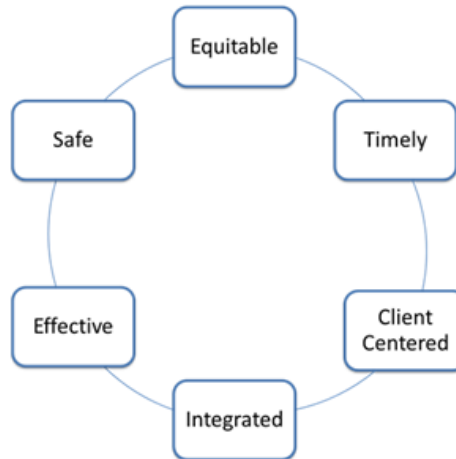


The Link Between System Goals and Local Quality Improvement

Model for Improvement



Domains of Quality



Quadruple Aim



E-QIP Approach

Intensive Quality
Improvement
Coaching

Guided
Communities of
Practice

In-Person &
Virtual Education
and Resources

Governance and
Leadership
Training



Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)

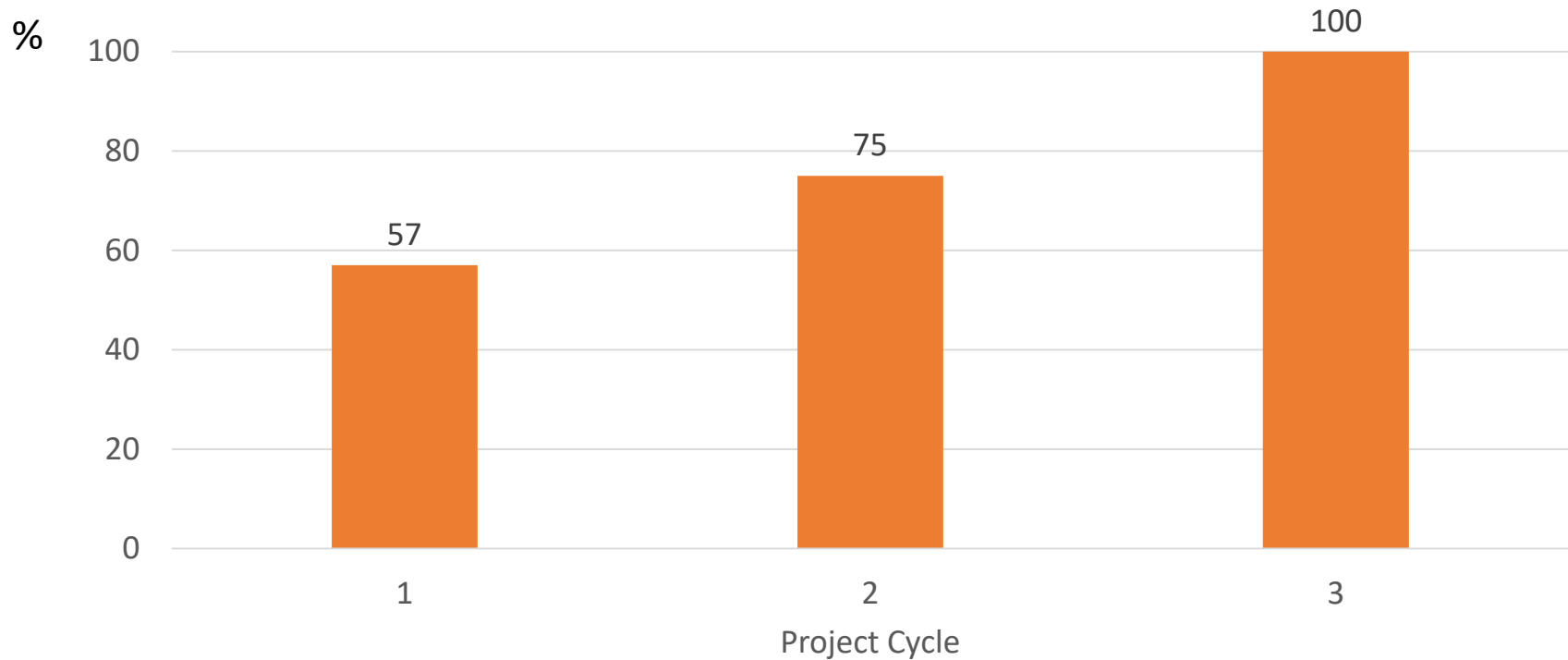
What?	Why?
<ul style="list-style-type: none">• Standardized, validated family of tools• Ask about care experience in relation to what is expected as standard, quality care• Implemented by more than 240 agencies across Ontario• Centralized database and reporting portal	<ul style="list-style-type: none">• Empower service users• Capture information on quality improvement indicators• Contribute to program and system level quality improvement• Use of data to support decision-making

<http://improvingsystems.ca/projects/ontario-perception-of-care>



Percent of Cohort Teams Achieving Milestones

The end goal of E-QIP cohort coaching is for agency teams to develop a QI project and begin testing change ideas.



E-QIP Results: Apr 2020 – Mar 2021

- More than 70 unique community agencies engaged through coaching, communities of practice and governance and leadership training
- 39 agencies prepared and shared quality improvement plans
- Almost 300 people registered to complete an on-demand, e-learning “Foundations to QI” course
- More than 600 people registered for E-QIP's virtual QI Innovations conference for community MHA agencies



E-QIP 2021-2022

Primary objectives of the next phase of work:

1. Increased QI adoption, culture and capacity
2. Increased uptake of standardized tools and datasets and use of data for decision-making and planning
3. Identification and development of QI indicators for the community MHA sector aligned to provincial priorities and embedded within a provincial performance framework





e-QiP

Excellence through Quality
Improvement Program

Community-focused. Data-driven.

Visit us at www.e-qip.ca

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