

Quality Improvement Notice

Service Provider Agency:		QIN #:	
Service Provider Contact:		Phone/email:	
CCAC Contact:		Phone/email:	
Service:		Date Issued:	
		Deadline for response to QIN by SP:	
Closed by:		Date Closed:	

Closure Status:	Resolved	Unfounded
Other	Comments:	

Contract Provision or Performance Standard Not being met:

Specific Evidence to Support Quality Improvement Notice:

CCAC Follow-up Action	Responsibility	Date

SERVICE PROVIDER RESPONSE

Completed by:	
Date:	

Identify the Contributing Factors and Root Cause(s):

Service Provider Action Plan	Measurement	Responsibility	Target Date	Date Completed

Updates must be submitted in accordance with deliverables and timelines in the action plan(s) until the Quality Notice is closed by the CCAC



CCAC Action Plan (if applicable)

Completed by:	
Date:	

CCAC Action Plan	Measurement	Responsibility	Target Date	Date Completed

Requirements for Closure of Quality Improvement Notice
Standard to be met:

Minimum Duration of Sustained Improvement:

Review/Revision History:

Date:	Reviewed/Revised by:	Comments/Modifications

Updates must be submitted in accordance with deliverables and timelines in the action plan(s) until the Quality Notice is closed by the CCAC



Quality Improvement Notice Guidelines – February 1, 2013

COMPLETED BY THE CCAC	
Quality Improvement Notice	<p>The Quality Improvement Notice (QIN) serves as written notice of the performance issue/concern and record of all related follow up investigation/action by the Community Care Access Centre (CCAC) and Service Provider Organization (SPO).</p> <p>Its primary purpose is to identify and document process improvement by determining root causes and summarizing both the CCAC and SPO actions. QINs will not duplicate Event Tracking Management System (ETMS) / Risk Safety Quality (RSQ) event reporting systems and associated timelines (unless a larger issue related to a risk event needs to be escalated).</p> <p>CCACs will define the timelines for when the action plan is due based on what the issue is and what a reasonable timeframe is to conduct a root cause and development of the action plan.</p>
Service Provider Agency	Name of the SPO the Quality Improvement Notice is being issued to.
QIN #	Unique Quality Improvement Notice identification number as defined by the CCAC.
Service Provider Contact	First and last name of the SPO's primary contact responsible for managing the Quality Improvement Notice.
CCAC Contact	First and last name of the CCAC's primary contact responsible for managing the Quality Improvement Notice.
Phone/email	Direct 10-digit telephone number and email address for the SPO Contact and CCAC Contact.
Service:	<p>Service type(s) that the Quality Improvement Notice has been issued for. This may include one or more of the following:</p> <ul style="list-style-type: none"> • Consolidated Services • Dietetic Services • Nursing Services • Occupational Therapy Services • Personal Support and Homemaking Services • Physiotherapy Services • Social Work Services • Speech-Language Pathology Services

Date Issued	Date the Quality Improvement Notice was opened and communicated to the SPO Contact.
Deadline for Response to QIN by SP	Date that the Service Provider (SP) response to the QIN is due. This response includes completion of the Contributing Factors/Root Causes and Action Plan.
Closed By	First and last name of the CCAC individual who has the authority to close a QIN.
Date Closed	Date the QIN was officially closed.
Closure Status	<p><u>Resolved</u>: If the outlined Standard to be met (page 3) has been achieved for the minimum duration of sustained improvement, the QIN will be closed and status will be Resolved.</p> <p><u>Unfounded</u>: If the QIN that was issued was determined to be unfounded (after discussion and evidence brought forward by the SPO) for reasons such as, but not limited to, not objective data or rationale, error in data analysis, etc, the QIN will be closed and status will be Unfounded.</p> <p><u>Other</u>: will be selected in limited circumstances when the QIN cannot be closed due to resolution of the performance issue/concern, but agreement has been reached between the CCAC and SPO to close the QIN. The reason for selecting Other will be outlined in the comment space provided.</p>

<p>Contract Provision or Performance Standard</p>	<p>Specific <u>documented</u> standard or criteria that is/are not being met or achieved. The citation for the standard must at minimum quote the exact standard language, and reference the source. For example:</p> <p><i>3.1.1 (2) The Service Provider shall ensure that the Client Care Plan is in accordance with the Client Service Plan (Services Schedule 3.1 - Service Provider Development of Client Care Plan)</i></p> <p>The standard should provide enough clarity to assist the Service Provider to initiate root cause analysis and develop a viable action plan.</p> <p>The applicable standards include but are not limited to,</p> <ul style="list-style-type: none"> • The Agreement documents: <ul style="list-style-type: none"> a. General Conditions of the Agreement; b. Schedules and corresponding Attachments to the General Conditions of the Agreement as follows; <ul style="list-style-type: none"> (i) Schedule 1 – Special Conditions; (ii) Schedule 2 – Pricing and Compensation Schedule; (iii) Schedule 3 – Services Schedule(s); (iv) Schedule 4 – Performance Standards Schedule(s); c. Addenda to the Agreement, if any, that amend specific named sections of the Agreement Documents; • CCAC specific policies, procedures, and guidelines; • Applicable College Practice Guidelines; or • Applicable law.
<p>Evidence to Support Quality Improvement Notice</p>	<p>Data or information used by the CCAC to determine that SPO's actions/performance is not in accordance with the established standards.</p> <p>The supporting evidence must be factual, objective, reliable and relevant to draw reasonable conclusions on which to issue the Quality Improvement Notice.</p>
<p>CCAC Follow-up Action</p> <p>Responsibility</p> <p>Date</p>	<p>Document all applicable actions taken by the CCAC to monitor or manage the Quality Improvement Notice including correspondence (email, fax, telephone, letter), meetings (internal or external) or other specific CCAC actions (e.g. site visit).</p> <p>All CCAC follow-up actions should identify the primary person or department responsible for completion, and the date completed.</p>

COMPLETED BY THE SERVICE PROVIDER (and CCAC where applicable)

Completed By

First and last name of the SPO (CCAC if applicable) personnel responsible for completing this section and maintaining the updates to the Quality Improvement Notice.

Date

The date that this was completed.

Identify the Contributing Factors and Root Cause(s)

Document the primary/fundamental, correctible cause or reason why the SPO's actions/performance is not in accordance with the established standards.

SPOs (and CCACs where applicable) will use a process to identify root causes using QI methods and tools.

Root causes and contributing factors may include (but are not limited to):

- **Policies/Process/Procedures**
- **Material/Equipment, Supplies**
- **Work Factors**
- **Environment**
- **Human (Personnel/Client)**

<p>Service Provider (and CCAC where applicable) Action Plan</p>	<p>Planned actions/solutions that will address the root cause(s) to contain, correct and prevent reoccurrence and/or improve performance to achieve the defined standard.</p> <p>There is a shared accountability to review the action plan for the reasonability of the identified actions, deliverables and timelines to achieve the necessary improvement.</p> <p>The SPO may supplement this section of the Quality Improvement Notice with their own organizational action plan document.</p> <p>Actions must be SMART:</p> <p>S – Specific</p> <p>M – Measurable</p> <p>A – Attainable</p> <p>R – Realistic</p> <p>T – Timely</p>
<p>Measurement</p>	<p>Establish concrete criteria for measuring progress toward the attainment of each goal/action that is outlined.</p>
<p>Responsibility</p>	<p>The name of the individual that has been assigned to ensure completion of the goal/action.</p>
<p>Target Date</p>	<p>Each goal/action needs to have a realistic time frame set for its targeted completion date.</p>
<p>Completion Date</p>	<p>The exact date that the action was completed.</p>

COMPLETED BY THE CCAC

<p>Requirements for Closure of Quality Improvement Notice</p> <p>Standard to be met</p> <p>Minimum Duration of Sustained Improvement</p>	<p>Specific documented standard or criteria, including target where applicable, that must be met or achieved in order to close the Quality Improvement Notice.</p> <p>The minimum period of time for which the improvement must be sustained in order to close the Quality Improvement Notice.</p>
<p>Review/Revision History</p> <p>Date</p> <p>Reviewed/ Revised By</p> <p>Comments/ Modifications</p>	<p>This section will keep a record of the review date of the SPO Action Plan that has been submitted and will track any (if applicable) modifications to the Action Plan that are requested by the CCAC and which will involve the QIN going back to the SPO for revisions/updating.</p> <p>The date that the Service Provider QIN was reviewed by the CCAC.</p> <p>The first and last name of the CCAC individual that completed the review of the action plan.</p> <p>Any comments made or modifications that are being requested by the CCAC in regards to the SPO Action Plan submitted.</p>