Quality Improvement Reporting in Healthcare

Case study: Reporting to support the clinical care of clients on opioid agonist therapy

Background
Reporting is a critical part of quality improvement (QI). By providing an information feedback loop, reporting enables performance monitoring, helps identify areas of improvement, and can inform appropriate clinical & operational decisions.

Case Study
Question: How can we develop a QI report to support retention of clients on opioid agonist therapy (OAT)?
Key stakeholders involved in report development were: a QI physician, information technology analyst, and a data analytics specialist.

Weekly report sent to clinicians and management:
- Clinic-specific outputs
- OAT retention rates
- Client lists

Enabling QI with actionable insights:
- Showing OAT retention rates tracks performance.
- Identifying clients with recently expired OAT prescriptions can prioritize follow-up efforts.
- Displaying clients’ use of emergency and acute healthcare services can help with understanding unmet healthcare needs.

Success Factors
- Integration of reporting with clinical and operational workflows.
- Collaboration across clinical and informatics teams.
- Infrastructure that automates data capture and report distribution.

Next Steps
We are working to fully automate the reporting pipeline, and expand reporting to additional clinics.

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