

Quality Improvement Reporting in Healthcare

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

Background

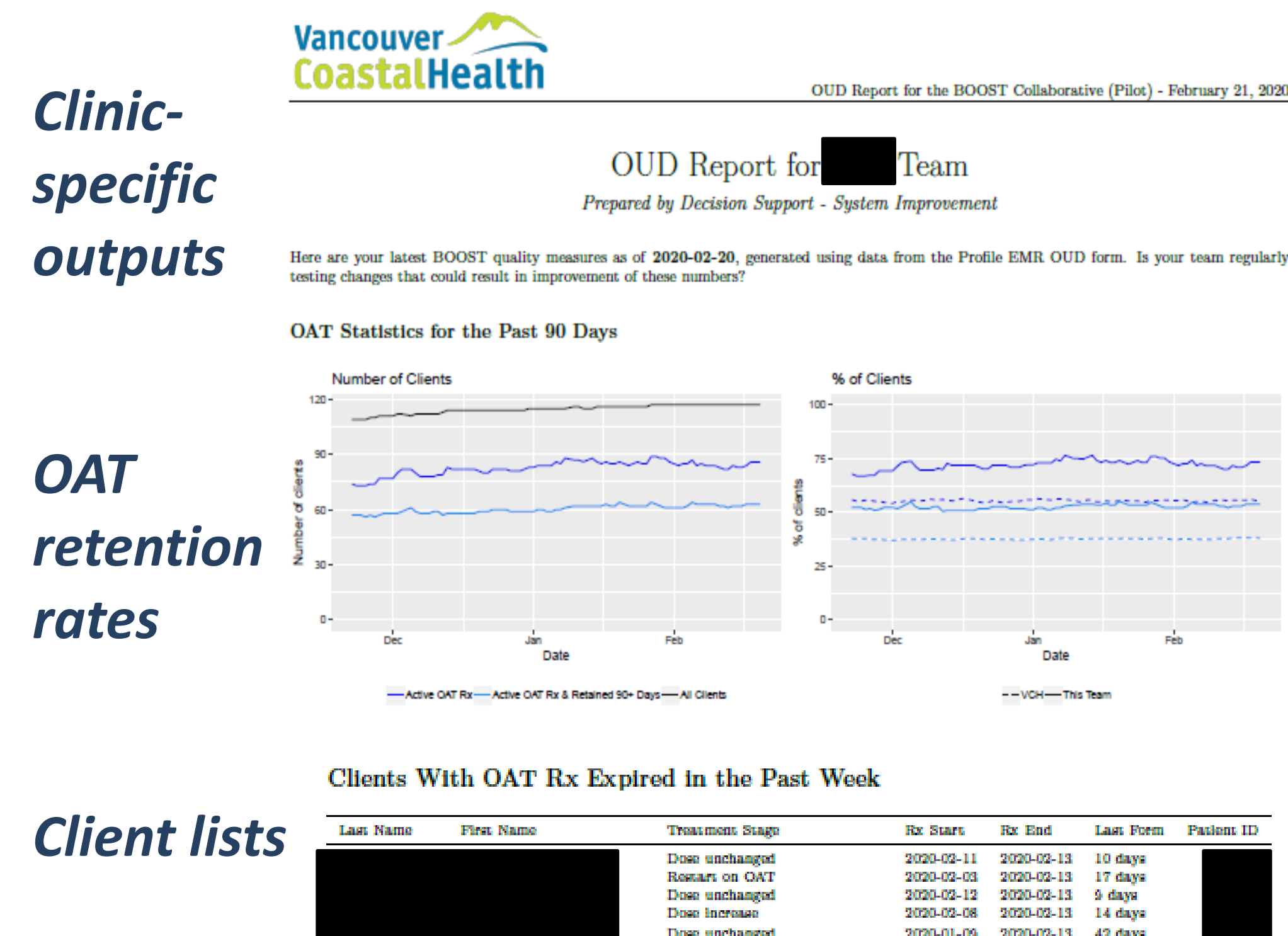
Reporting is a critical part of quality improvement (QI). By providing an information feedback loop, reporting enables performance monitoring, helps identify areas of improvement, and can inform appropriate clinical & operational decisions.

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:



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.

