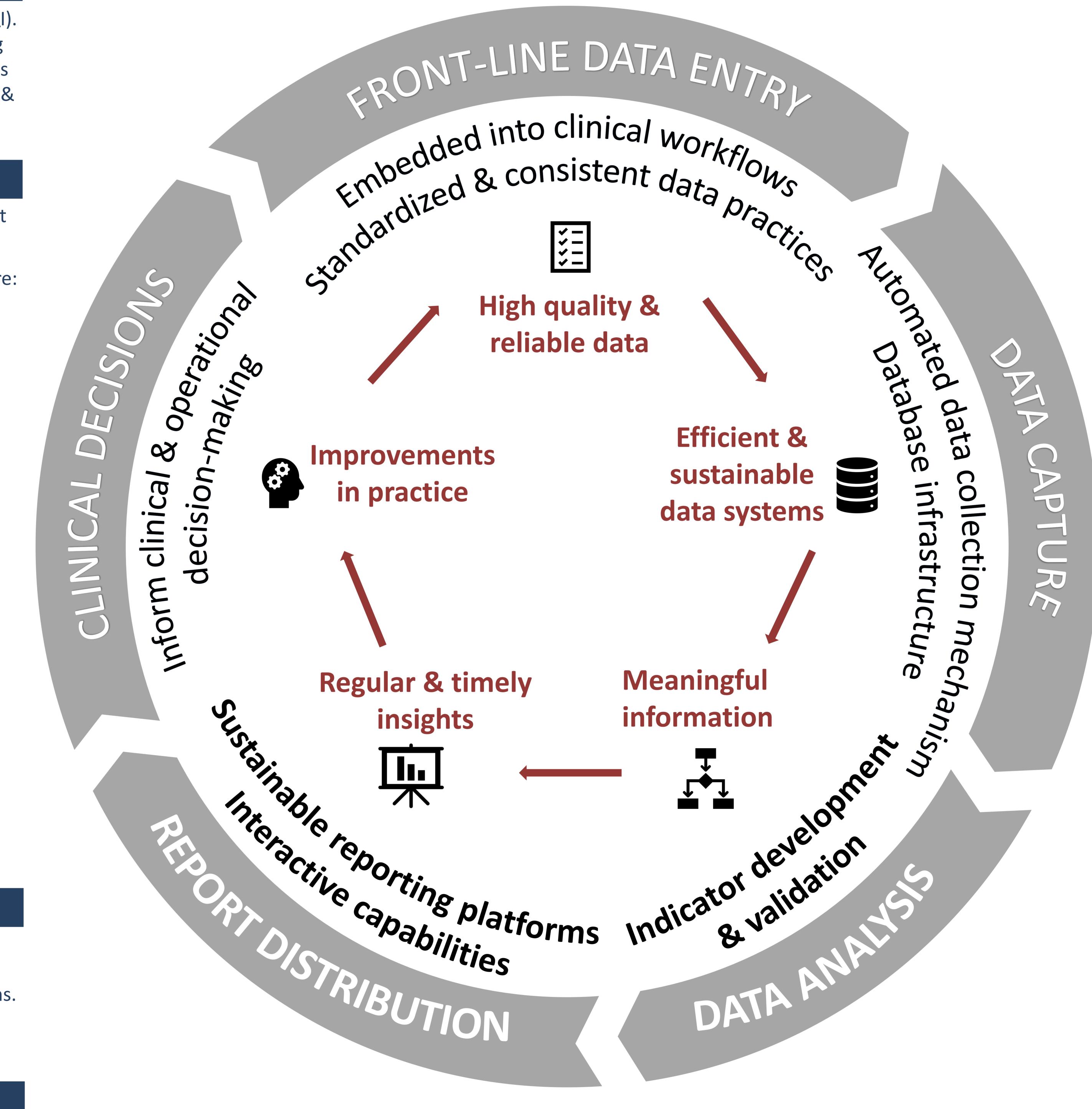
Quality Improvement Reporting in Healthcare Case study: Reporting to support the clinical care of clients on opioid agonist therapy

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.

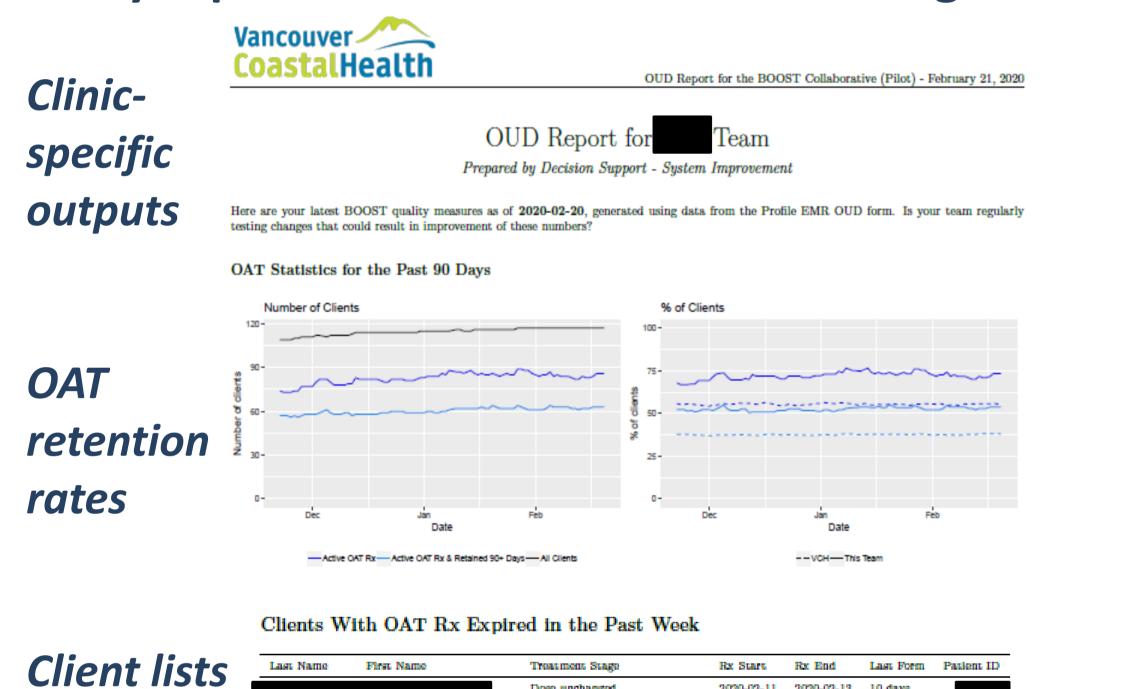


Case Study

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:



Dose unchange Dose increase

2020-02-03 2020-02-13 17 days

Dose unchange

Restart on OAT

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

Next Steps

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

We are working to fully automate the reporting

pipeline, and expand reporting to additional clinics.

Quality Improvement Reporting Cycle

VancouverCoastalHealth **Decision Support**

Presenter Venue Mina Park | Vancouver Coastal Health (VCH) Quality Forum, February 25 – 26, 2020 Health Systems Planning Advisor, Decision Support Vancouver, British Columbia mina.park@vch.ca

Acknowledgements

- Cole Stanley (VCH, Quality Improvement Physician Lead)
- Community Analytics and Reporting Working Group (VCH)
- Supporting clinical and analytic teams