

Our Quality Improvement Plan



The BQC is also dedicated to promoting the inclusion of our patients in planning, measuring and delivering quality care. This year, we invited patients to participate in a focus group to give us feedback on our Patient Experience Survey. We got together with five patients and received valuable information that we can use to improve our Patient Experience Survey and learn more from patients all over Hamilton about their experience of care.

The HFHT Board Quality Committee (BQC) includes representation from physicians, HFHT board of directors, management and staff in our Quality Improvement Department. The BQC is dedicated to finding ways to measure the quality of our care, observe trends, identify problem issues and create a culture of continuous quality improvement in the provision of healthcare services.

Much of the BQC's work is focused on developing and monitoring our Quality Improvement Plan and making recommendations to the HFHT's board of directors with respect to goals of quality of care for the organization.

What is a Quality Improvement Plan (QIP)?

A QIP is a framework that is used to develop goals relating to the quality of care an organization provides to its patients. By developing a QIP, organizations have a way of clearly stating their plans for improving care and measuring their progress over time. Many organizations publicly share their QIP as a way of publicly committing to their goals.

What Kind of Information is in the QIP?

The HFHT's QIP is extensive. It contains three sections:

1. A progress report (results gathered since our last QIP, and lessons learned);
2. A work plan (this includes goals for improving quality of care, ways to measure quality and ideas for changing or improving the quality of our care); and
3. A narrative (this provides context for the QIP).

In our QIP, we focus on areas such as patient experience, types of care provided, how quickly patients can access care and how safely we are providing care.

The HFHT's QIP

[Click here to read our organization's QIP and see how we are performing, what our goals for the future are and how we hope to achieve them.](#)

