



Quality Improvement Team Terms of Reference

Purpose

The Quality Improvement Team is an opportunity for team members to plan, execute, and evaluate quality improvement projects to optimize patient care and experience.

General Responsibilities

- Plan, execute, and evaluate quality improvement projects to optimize patient care in alignment with our strategic plan (Appendix 1) and CFHT mission, vision and values (Appendix 2), and
- Fulfill HQO (Health Quality Ontario) and MoHLTC (Ministry of Health and Long Term Care) Quality Improvement Plan (QIP) reporting requirements.

Role and Responsibility of Quality Improvement Team Co-Chairs

- Chair team meetings.
- Preparation of agenda – which may require meeting one week prior to meetings.
- Facilitate work towards fulfillment of team objectives/responsibilities.
- Completion of HQO QIP with input from the QI members.
- Present progress to Board on a quarterly basis.

Role of the Quality Improvement Team Secretary

- Take minutes of the meeting and provide to the management co-chair within one week of the meeting for editing and distribution to the team
- Assist co-chairs with completion of HQO QIP

Quality Improvement Team Composition

This team will reflect representation of physicians, management, CFHT interprofessional healthcare providers, and CFHT administration staff required to provide expertise and diverse perspectives related to providing continuous quality improvement.

Team Position	Role on Team
Physician Co-Chairs – Dr. xxxxxx Dr. xxxxxx	Medical Director CFHT Chairman of the Board CFHT/Couchiching FHO Physician CFHT/Orillia FHO Physician



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Management Co-Chair – xxxx	CFHT Clinical Program Manager
Secretary – xxxx	Executive Assistant
Core Team Member – xxxxx	Marketing and Communications Administrator
Core Team Member – xxxx	QIDSS
Core Team Member – xxxxx	CFHT RN Rep
Core Team Member – xxxxx	CFHT Pharmacist Rep
Core Team Member – xxxxx	CFHT Pod Administrative Rep
Core Team Member – xxxx	OFHO Pod Front Office Rep
Core Team Member – xxxx	CFHO Pod Front Office Rep
Core Team Member – xxxxx	OFHO and CFHO Administrator
Core Team Member – xxxxx	OFHO Lead Physician

Accountability

- The Improvement Team will report to the Board on an annual basis on progress and outcomes of its work.
- Feedback from the CFHT Board of Directors will be sought prior to submission of the Quality Improvement Plan.

Confidentiality

- Members are expected to be open and candid in discussing items before the Quality Improvement Team. The team will be made aware of any confidential information or documentation that is not to be shared outside of the Quality Improvement Team.

Communication

- Regular communication about the progress of work being undertaken by the Quality Improvement Team will be part of the regular work of this Team. Members of the Team are expected to communicate relevant information to their respective team colleagues/stakeholders.

Dispute Resolution

Any disagreement or dispute which might arise between the members will be resolved respectfully, creatively and constructively through a process of majority decision making. In the event that an agreement is not forthcoming and the members are at an impasse, the following protocol will be invoked:

- a) An impasse is defined as an unresolved or unmanageable disagreement that has discernible and measurable negative consequences for the committee.
- b) Best efforts will be given to resolving the impasse in a timely manner.



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- c) If warranted, the CFHT Board of Directors will be consulted, only after all other avenues to resolve the disagreement have been exhausted.

Code of Conduct

Although the Quality Improvement Team may establish further guidelines to which members must adhere, the following guidelines will apply:

- Members will operate under the Terms of Reference.
- Members will make the Quality Improvement Team a priority to attend meetings and complete assigned tasks on time.
- Members will attempt to arrive on time to all meetings, and actively participate throughout the full duration of the meeting.
- Members will be transparent and collaborative in their approach, and support full discussion of ideas during meetings.
- Members will be responsible for completing any preparatory work or information required in advance of meetings.
- The Team will meet monthly, a minimum of 8 times a year, and may be asked to meet more frequently in order to accomplish tasks in a timely manner.
- Members may be contacted via e-mail between meetings for input should the need arise.
- Sub-committees may be formed to work on specific issues as determined and approved by the Quality Improvement Team. Recommendations will be brought to the Quality Improvement Team for review and final approval.

At the direction of the Quality Improvement Team, members will be responsible for discussing opportunities for change with key stakeholders in their own organization to gain stakeholder inputs and build buy-in to key decisions.

Evaluation

The Quality Improvement Team shall evaluate the effectiveness in meeting their objectives and designated responsibilities, as noted in these terms of reference, as needed.

Approval

Approval by Quality Improvement Team:



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Appendix 1 – CFHT Strategic Plan

Insert a copy of CFHT Strategic Plan

Appendix 2 – CFHT Vision, Mission, Values

Vision

The Vision of the Couchiching Family Health Team is to optimize overall patient health and satisfaction.

Our Mission is:

- to provide timely medical care through access to team-based care
- to be a model for the integration of other health professionals into primary care
- to provide comprehensive and integrated medical care through the implementation of physician-led, multi-disciplinary programs
- to provide seamless integrated care, ranging from acute care to long-term care, with a focus on the identification and remedy of gaps in health care service
- to provide physicians and other professionals with a practice that represents a healthy and balanced lifestyle

In carrying out our Mission, we are guided by the following Value Statement:

The health care service developed by the Couchiching Family Health Team will:

- be high quality, accountable, flexible and sustainable;
- be patient-focused; and
- foster mutual respect among all Team members