

# Who is Health Quality Ontario?

HQO is the **provincial  
advisor on the quality  
of health care  
in Ontario.**



# Quality Improvement Plans (QIP)

- A Quality Improvement Plan is a documented set of quality commitments made by a health care organization to its patients, clients, residents, staff and community on an annual basis. The goal is to improve quality through focused targets and actions.

## QIP PLANS BY THE NUMBERS

2018/19

**1064**  
**organizations**  
**submitted QIPs**

With submissions from:

Acute Care  
**137**

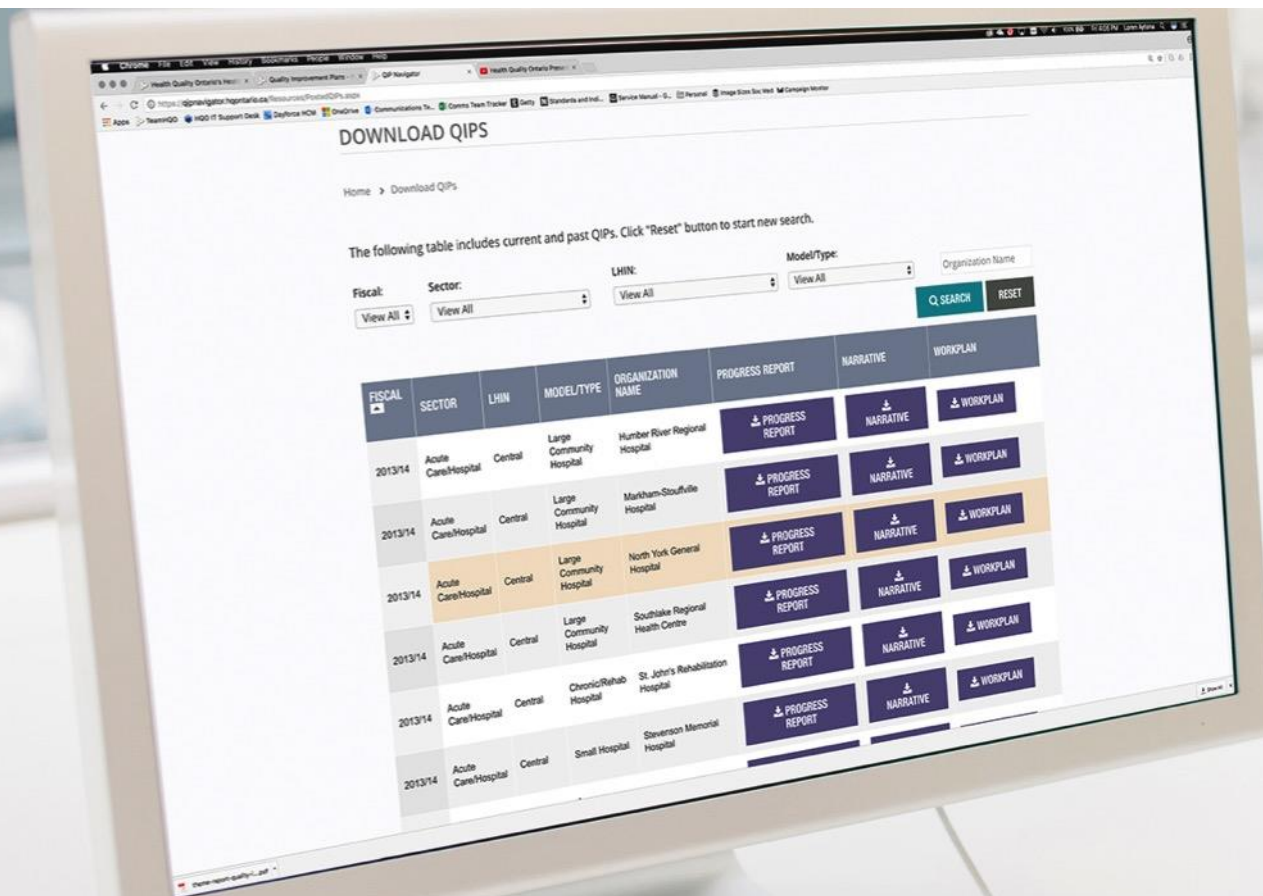
Long-Term Care  
**623**

Local Health  
Integration Network  
Home & Community  
Care  
**14**

Primary Care  
**290**

# All Quality Improvement Plans are publicly accessible online

Organizations have expressed the value of **interacting with others** in developing QIPs and found it useful to **access others' QIPs**.



# Background: *Preventing workplace violence in the health care sector*

## Aims:

- to support a strong quality improvement approach to workplace violence prevention
- to help build a culture of workplace safety within hospitals.

**Recommendation 19:** “Include workplace violence prevention in QIPs.

To support hospitals’ efforts to measure their progress in reducing workplace violence, the Leadership Table endorsed the following workplace violence indicators:

- Rates of workplace violence, overall and stratified by consequence of violence
- Percent of hospitals with an organizational strategic priority focused on workplace violence”

# HQO's Quality Improvement Plan Workplace Violence Prevention Guidance Task Group

- This Task Group included representatives from the Ontario Hospital Association, the PSHSA, the Institute for Work and Health, the Cross-Sector QIP Advisory Committee, the Ontario Nurses' Association, the Ontario Public Service Employees Union, the Canadian Union of Public Employees, and representatives from several Ontario hospitals.

# About the Indicator and Planned Improvement Activities

The indicator included in the 2018/19 QIPs:

- Goes beyond just hospital employees and covers physicians, subcontractors, some groups of students, etc.
- Goes beyond just the most serious incidents which have been reported to the Ministry of Labour under the Occupational Health and Safety Act, R.S.O. 1990 and Workplace Safety and Insurance Board requirements, and also includes attempts and threats of physical violence
- Focuses on improving a culture of reporting and transparency
- Can be used proactively to mitigate the frequency and seriousness of incidents
- Asks organizations to not only report on performance, but to also describe concrete activities that will help them improve

# Hospital QIP Results:

- 95% of hospitals described specific activities demonstrating how workplace violence prevention is a strategic priority for their organization
- 100% of hospitals completed the indicator measuring the number of workplace violence incidents. Of these:
  - Just under half reported that they are collecting baseline data
  - For those that submitted a numeric current performance value there was a wide range, indicating that there is room for improvement in the consistency of measurement of incidents and reporting systems
- Improvement initiatives included use of the PSHSA risk assessments, flagging, plans to modify physical environments, and training programs



## Healthcare jobs rank among the top 10 occupations for workplace violence lost time injury claims.

(By The Numbers - WSIB Statistical Report 2015)

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### How to Use These Tools

### WVRAT - Workplace Violence Risk Assessment Tool

### ICRA - Individual Client Risk Assessment

### Flagging

### Security

### PSRS - Personal Safety Response System

### Ontario's Workplace Violence Prevention Initiatives

Ontario's occupational health and safety system has made notable progress over the past year. These advances were possible because the system had a common agenda - the province's integrated strategy.

Two initiatives have contributed to solutions for preventing the complex issue of Workplace Violence in healthcare. PSHSA developed **5 Violence Aggression & Responsive Behaviour (VARB) toolkits** and the Ministry of Labour and Ministry of Health & Long Term Care jointly initiated **The Workplace Violence Prevention in Healthcare Project**.

Both projects were successful due to the willingness of stakeholders (Ministries, labour unions, healthcare leaders, patient advocate representatives, safety experts, associations, policy makers and more) to work collaboratively to tackle one of the most pressing issues in healthcare.

Access the Joint Ministry "Preventing workplace violence in the health care sector" materials below:

Leadership Table Progress Report

Recommendations and Products

### PSHSA Interactive Tools

For access to the full toolkits that support these tools, click on the **Tools** tab in the top navigation bar.

Workplace Risk Assessment and Security Gap Analysis

Client Risk Assessment

Community Care Risk Assessment

### Addressing Workplace Violence in Healthcare

The tools and resources found on this site will provide workplaces with a consistent, scalable and consensus-based approach that can be used to:

- Build a comprehensive program OR
- Enhance an existing program with new tools and resources.

To go to the **Five Steps to Building your Workplace Violence Program**, please click the graph below.

#### The Five Steps to Building your Workplace Violence Program



Public Services Health & Safety Association  
Your Health. Your Safety. Our Commitment.

Dashboard Assessments Team Settings | Hi, Henrietta Van hulle

Assessment Filters

Sites: Head Office- 4950 Yonge street

Assessments: August 2 2017 Demo- WVRAT

Departments: All

Participants: All

Download Excel File

Head Office- 4950 Yonge street

Site Administrator: Henrietta Van hulle - hvanhulle@pshsa.ca

Target completion date: 2017/12/31

28% hazards rated (22/76) [Review Assessment](#)

Degree of Risk:

7 High	7 Moderate	5 Low	1 Very Low	2 N/A	40 Unrated
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14 hazard(s) have an unapproved risk rating

Action Plan Status:

26 Completed	0 In Progress	18 Overdue	4 Declined	5 Deferred	148 Unassigned
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Safe Environments.  
Healthy Workers.

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# *Thank you.*

For Quality Improvement Plans: [qip@hqontario.ca](mailto:qip@hqontario.ca)

LET'S CONTINUE THE CONVERSATION:



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## Health Quality Ontario

*Let's make our health system healthier*