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RE: Pathways to Better Care - Data Quality Improvement

Greetings Champlain Mental Health and Addictions Service Providers,

By now you are all very familiar with our [Integrated Health System Plan \(IHSP\) 2016-19](#). One of our areas of focus is Performance Management – improving data collection, quality and performance measurement are essential for the planning and evaluation of mental health and addictions services. Pathways to Better Care is leading this work by undertaking the Data Quality Improvement initiative.

Overview

The overall objective of this initiative is to establish a valid and reliable performance monitoring system for the Champlain Mental Health and Addictions (MHA) sector, by:

- Providing a bridge between provincial initiatives and local development
- Building MHA service providers' capacity in data collection, analysis and reporting.
- Developing standardized tools and regular reporting mechanisms around system performance, impacts and client outcomes
- Facilitating the use of the reports to drive system/program improvement opportunities
- Contributing to improved provincial data systems

Year One of the initiative will focus on Ontario Healthcare Reporting Standards (OHRS) data, to validate current system capacity (i.e., service volumes and expenses) of community mental health and addictions services.

This initiative builds upon recent provincial initiatives as driven by the [Drug Treatment Funding Program](#), that seek to further support providers in OHRS/MIS data quality, reporting and performance reporting.

Approach

A decision support resource will be provided to support data quality coaching and to work collaboratively with providers to develop standardized tools and reports. They will:

- Have an initial in-person visit (3 hours) to investigate OHRS data and discuss collaborative approaches with you.
- Provide ongoing performance management coaching (i.e., data quality improvement, report generation, and indicator measurement) to provider representatives (2 hours per month, in group format).

We welcome your feedback on these proposed activities.

Local Obligations Reminder for Champlain Mental Health and Addictions Providers

As part of your Multi-Sector Service Accountability Agreement (MSAA) you have the obligation to report OHRS/MIS Trial Balance Submissions quarterly adhering to the Ontario Healthcare Reporting Standards – OHRS/MIS – for the programs and services that are funded by the LHIN.

Next Steps

Pathways to Better Care is currently piloting this approach with a small number of agencies, as well as, developing a regional implementation plan. [Mitsi Cardinal](#), Decision Support Specialist / Epidemiologist with Pathways to Better Care, will be contacting all mental health and addictions service providers across Champlain, in a progressive manner before the end of this fiscal year to discuss further and schedule your initial in-person visit.

It would be beneficial if you could respond to this letter by way of [email](#) to inform on the principal contact(s) of your organization for OHRS/MIS data and metrics. Further information in regards to the work Pathways is undertaking on behalf of the LHIN can be found in the attachment (i.e., Pathways 2016-19 Work Plan Overview).

In the near future, you may also be contacted by Pathways to Better Care in regards to the Admission/Discharge Criteria and Wait Times Analysis initiative to provide input into some of the preliminary work being undertaken by them.

Regards,

Rod Olfert & Kevin Barclay,
Senior Integration Specialists,

Champlain LHIN