

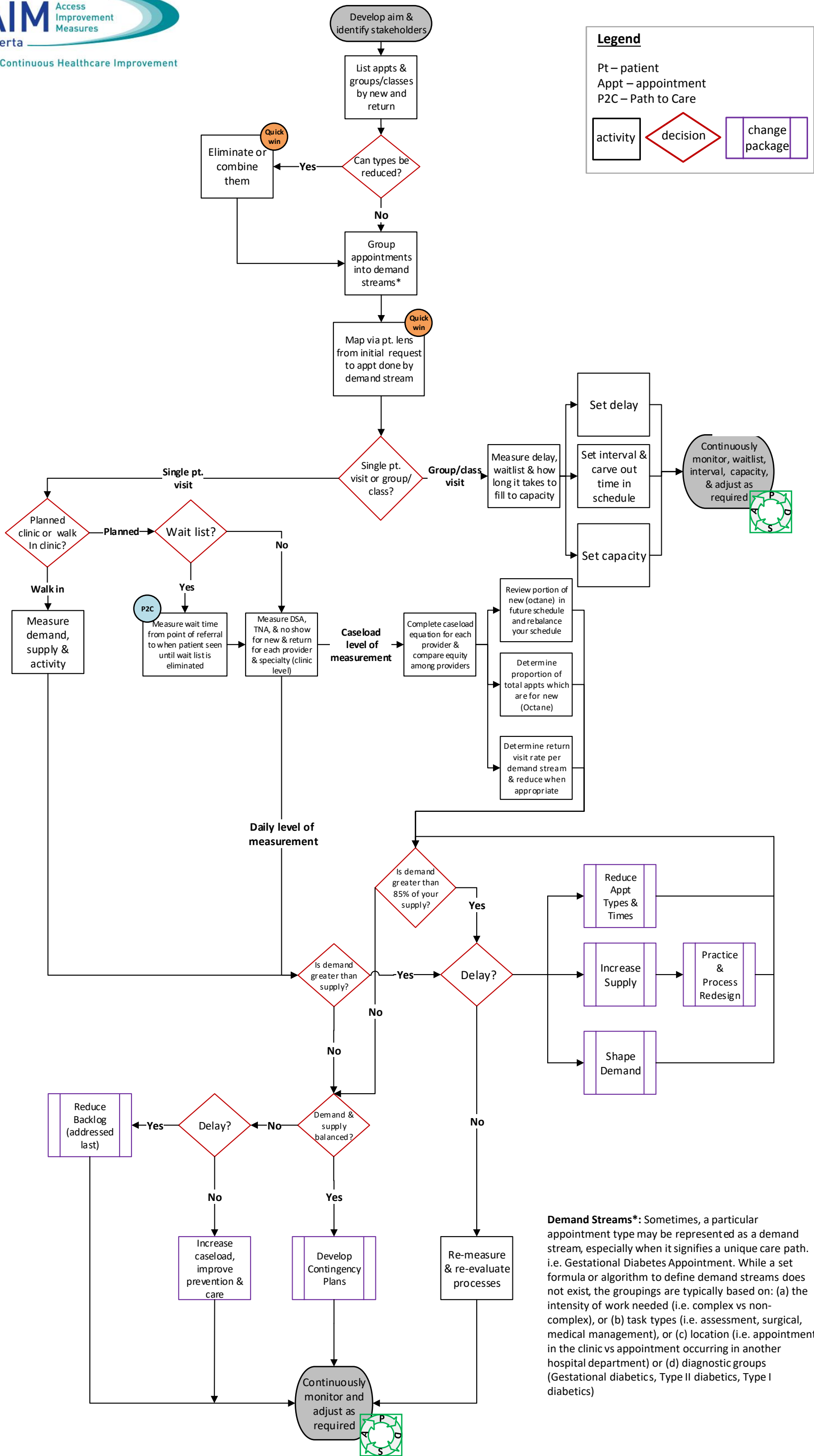
Improvement Basics in Specialty Care



Legend

Pt – patient
 Appt – appointment
 P2C – Path to Care

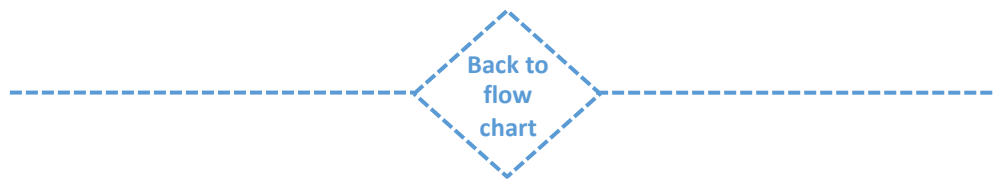
activity
decision
change package



Demand Streams*: Sometimes, a particular appointment type may be represented as a demand stream, especially when it signifies a unique care path. i.e. Gestational Diabetes Appointment. While a set formula or algorithm to define demand streams does not exist, the groupings are typically based on: (a) the intensity of work needed (i.e. complex vs non-complex), or (b) task types (i.e. assessment, surgical, medical management), or (c) location (i.e. appointment in the clinic vs appointment occurring in another hospital department) or (d) diagnostic groups (Gestational diabetics, Type II diabetics, Type I diabetics)

Develop aim & identify stakeholders (SC#1)

Basic	Advanced
<ul style="list-style-type: none"> ● Advancing the Practice of Patient- And Family-Centered Care In Primary Care and Other Ambulatory Settings ● AIM Info Blast High Leverage Change Package Specialty 	<ul style="list-style-type: none"> ● Answers to Your Questions About Same-Day Scheduling ● Five Day Access Goal
<ul style="list-style-type: none"> ● Case Managers Make a Difference ● Communications Plan Instruction - Health Quality Ontario ● Dating Service ● Does improving TNA have an impact on patient volume ● Fishbone/Cause and Effect - Health Quality Ontario ● Goals, Strategies and Expected Outcomes ● Implementing and Sustaining Changes - Health Quality Ontario ● Improving Access to Specialty Care ● Model for Improvement & PDSA Info-Blast ● PCN Community Engagement Tip Sheet ● Patient-Provider and Staff Satisfaction Survey ● Quality Improvement Science Guide - Health Quality Ontario ● Spread Planner Tool - Health Quality Ontario ● Spread Primer - Health Quality Ontario ● Sustainability Planner: Instruction Sheet and Tool - Health Quality Ontario ● Teamwork Primer - Health Quality Ontario ● The Myth of the Full Schedule ● What's in it For Me? Benefits for Physicians ● Why is Access Improvement Work Difficult to Accomplish 	



List appointments and groups/classes by new and return (SC#2)

Basic
<ul style="list-style-type: none"> ● Continuity: Q & A ● Cumbersome Intake Systems in Specialty Care ● Specialty Care System Performance Measures

Can types be reduced? (SC#3)

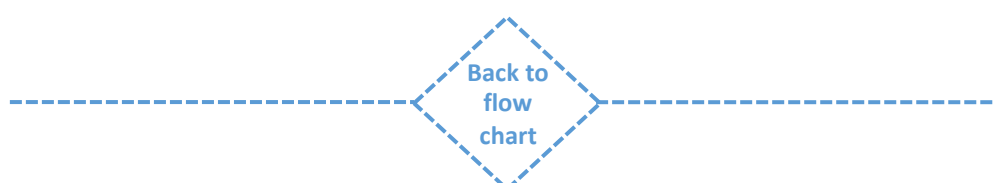
Basic	Advanced
<ul style="list-style-type: none"> ● Carve-Outs ● Reducing Appointment Types in Specialty Care 	<ul style="list-style-type: none"> ● Answers to Your Questions About Same-Day Scheduling

Group appointments into demand streams (SC#4)

Basic
<ul style="list-style-type: none"> ● Clinic Walkthrough Checklist - SC ● Continuity: Q & A ● Measurement of Delays into Specialty Care ● Specialty Care: Basic Issues ● Types of Appointments in Primary and Specialty Care

Map via patient lens from initial request to appointment done by demand stream (SC#5)

Basic
<ul style="list-style-type: none"> ● Cumbersome Intake Systems in Specialty Care ● Five Levels of Mapping ● QuRE Quality Referral Pocket Checklist ● QuRE Tips for Rheumatology Referral



Measure delay, waitlist & how long it takes to fill to capacity (SC#6)

Basic
● Calculate days between dates
● Case Managers Make a Difference
● Measurement for Quality Improvement - Health Quality Ontario
● Measuring Delay for Group Visits Classes MMA
● OMT-Manual 2019 Final

Set delay (SC#7)

Basic
● Communications Plan Instruction - Health Quality Ontario
● Measuring Delay for Group Visits Classes MMA
● Plan, Do, Study, Act (PDSA) Tips

Set interval and carve-out time in schedule (SC#8)

Basic
● Communications Plan Instruction - Health Quality Ontario
● Measuring Delay for Group Visits Classes MMA
● Plan, Do, Study, Act (PDSA) Tips

Set capacity (SC#9)

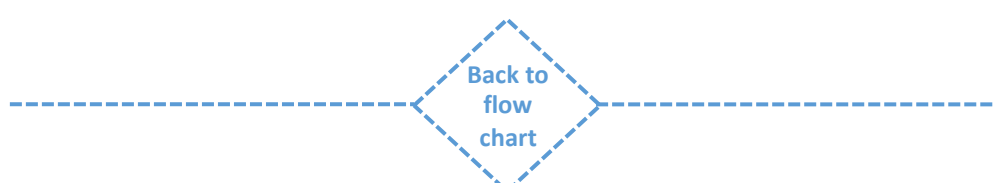
Basic
● Communications Plan Instruction - Health Quality Ontario
● Measuring Delay for Group Visits Classes MMA
● Plan, Do, Study, Act (PDSA) Tips

Measure demand, supply and activity (SC#10)

Basic	Advanced
● Data Tracker - DSA, No Show, TNA	● Calculation of Supply in a Complex Specialty Care Practice or Program
● Demand Measurement SC	● Examining Demand Supply and Activity-DSA
● Improving Access to Specialty Care	
● Measurement Cheat Sheet	
● Measurement Plan Template	
● Measurement for Quality Improvement - Health Quality Ontario	
● Measurement of Demand as Bodies vs Time	
● OMT-Manual 2019 Final	
● Practice Level Measurement Planning Template	
● Specialty Care Activity Collection Template	
● Specialty Care Demand Collection Template	
● Specialty Care Supply Collection Template	
● Tips for Balancing Demand and Supply	

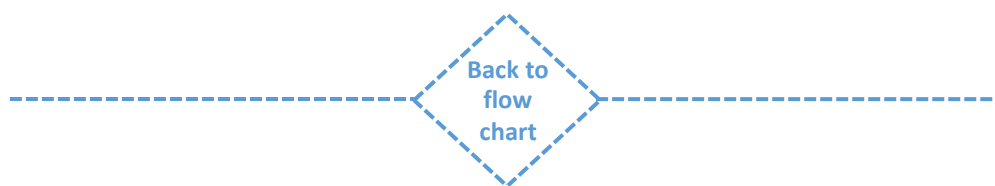
Measure wait time from point of referral to when patient seen, until wait list is eliminated (SC#11)

Basic
● Calculate days between dates
● Cumbersome Intake Systems in Specialty Care
● Data Tracker - DSA, No Show, TNA
● Delay Measurement
● Measurement Plan Template
● Measurement of Delays into Specialty Care
● Practice Level Measurement Planning Template
● Specialty Care System Performance Measures
● Specialty Care: Basic Issues



Measure DSA, TNA and no show for new and return for each provider & specialty (clinic level) (SC#12)

Basic	Advanced
<ul style="list-style-type: none"> ● <u>Calculate days between dates</u> 	<ul style="list-style-type: none"> ● <u>Calculation of Supply in a Complex Specialty Care Practice or Program</u>
<ul style="list-style-type: none"> ● <u>Cumbersome Intake Systems in Specialty Care</u> 	<ul style="list-style-type: none"> ● <u>Examining Demand Supply and Activity-DSA</u>
<ul style="list-style-type: none"> ● <u>Data Tracker - DSA, No Show, TNA</u> 	<ul style="list-style-type: none"> ● <u>Five Day Access Goal</u>
<ul style="list-style-type: none"> ● <u>Delay Measurement</u> 	
<ul style="list-style-type: none"> ● <u>Demand Measurement SC</u> 	
<ul style="list-style-type: none"> ● <u>Future Open Capacity</u> 	
<ul style="list-style-type: none"> ● <u>Improving Access to Specialty Care</u> 	
<ul style="list-style-type: none"> ● <u>Measurement Cheat Sheet</u> 	
<ul style="list-style-type: none"> ● <u>Measurement Plan Template</u> 	
<ul style="list-style-type: none"> ● <u>Measurement for Quality Improvement - Health Quality Ontario</u> 	
<ul style="list-style-type: none"> ● <u>Measurement of Delays into Specialty Care</u> 	
<ul style="list-style-type: none"> ● <u>Measurement of Demand as Bodies vs Time</u> 	
<ul style="list-style-type: none"> ● <u>No-Show Measurement</u> 	
<ul style="list-style-type: none"> ● <u>OMT-Manual 2019 Final</u> 	
<ul style="list-style-type: none"> ● <u>Pooling In Specialty Q&A</u> 	
<ul style="list-style-type: none"> ● <u>Practice Level Measurement Planning Template</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care Activity Collection Template</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care Delay (TNA) What Why How</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care Delay Collection Template</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care Demand Collection Template</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care Supply Collection Template</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care System Performance Measures</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care: Basic Issues</u> 	
<ul style="list-style-type: none"> ● <u>Tips for Balancing Demand and Supply</u> 	

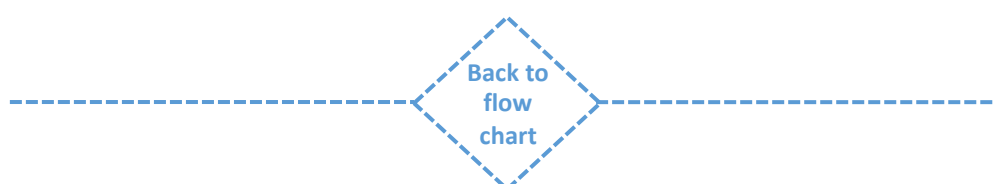


Complete caseload equation for each provider and compare equity among providers (SC#13)

Basic	Advanced
<ul style="list-style-type: none"> ● <u>Caseload/Panel Identification</u> 	<ul style="list-style-type: none"> ● <u>Age and Sex Adjusted Medical Equivalentents</u>
<ul style="list-style-type: none"> ● <u>Continuity: Q & A</u> 	
<ul style="list-style-type: none"> ● <u>Measurement Cheat Sheet</u> 	
<ul style="list-style-type: none"> ● <u>Measurement Info Blast</u> 	
<ul style="list-style-type: none"> ● <u>Measurement Plan Template</u> 	
<ul style="list-style-type: none"> ● <u>Measurement of Delays into Specialty Care</u> 	
<ul style="list-style-type: none"> ● <u>OMT-Manual 2019 Final</u> 	
<ul style="list-style-type: none"> ● <u>Panel and Caseload Equity</u> 	
<ul style="list-style-type: none"> ● <u>Pooling In Specialty Q&A</u> 	
<ul style="list-style-type: none"> ● <u>Practice Level Measurement Planning Template</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care System Performance Measures</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care: Basic Issues</u> 	

Review portion of new (octane) in future schedule and rebalance your schedule (SC#14)

Basic	Advanced
<ul style="list-style-type: none"> ● <u>Measurement Info Blast</u> 	<ul style="list-style-type: none"> ● <u>Octane Spreadsheet 2019</u>
<ul style="list-style-type: none"> ● <u>Measurement Plan Template</u> 	<ul style="list-style-type: none"> ● <u>System Performance Goals</u>
<ul style="list-style-type: none"> ● <u>Pooling In Specialty Q&A</u> 	
<ul style="list-style-type: none"> ● <u>Specialty Care: Basic Issues</u> 	



Determine proportion of total appointments which are for new (Octane) (SC#15)

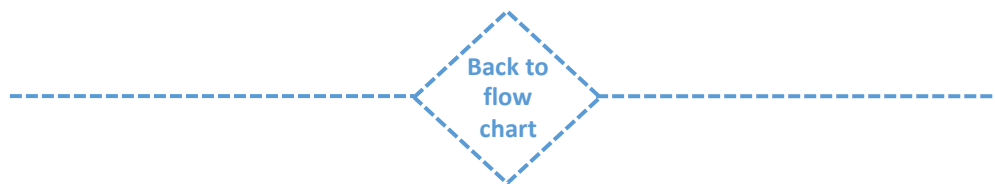
Basic	Advanced
<ul style="list-style-type: none"> ● Measurement Info Blast 	<ul style="list-style-type: none"> ● Octane Spreadsheet 2019
<ul style="list-style-type: none"> ● Measurement Plan Template 	
<ul style="list-style-type: none"> ● Pooling In Specialty Q&A 	
<ul style="list-style-type: none"> ● Specialty Care: Basic Issues 	

Determine return visit rate per demand stream and reduce when appropriate (SC#16)

Basic	Advanced
<ul style="list-style-type: none"> ● Communications Plan Instruction - Health Quality Ontario 	<ul style="list-style-type: none"> ● Age and Sex Adjusted Medical Equivalents
<ul style="list-style-type: none"> ● Measurement Info Blast 	<ul style="list-style-type: none"> ● Octane Spreadsheet 2019
<ul style="list-style-type: none"> ● Measurement Plan Template 	
<ul style="list-style-type: none"> ● Panel and Caseload Equity 	
<ul style="list-style-type: none"> ● Pooling In Specialty Q&A 	
<ul style="list-style-type: none"> ● Return Visit Rates 	
<ul style="list-style-type: none"> ● Tips for Balancing Demand and Supply 	

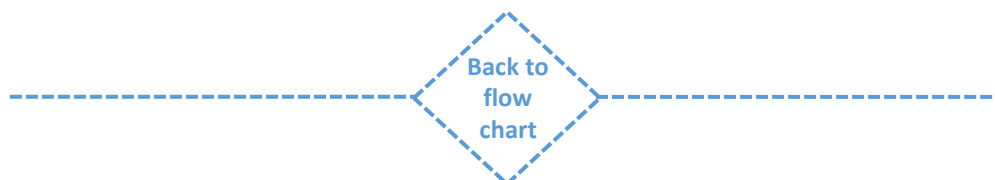
Is demand greater than 85% of your supply? (SC#17)

Basic	Advanced
<ul style="list-style-type: none"> ● Clinic Walkthrough Checklist - SC 	<ul style="list-style-type: none"> ● System Performance Goals
<ul style="list-style-type: none"> ● Does improving TNA have an impact on patient volume 	<ul style="list-style-type: none"> ● Lean Thinking Q and A
<ul style="list-style-type: none"> ● Measurement for Quality Improvement - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Specialty Care: Basic Issues 	
<ul style="list-style-type: none"> ● The Myth of the Full Schedule 	
<ul style="list-style-type: none"> ● Writing a Problem Statement: Instruction - Health Quality Ontario 	



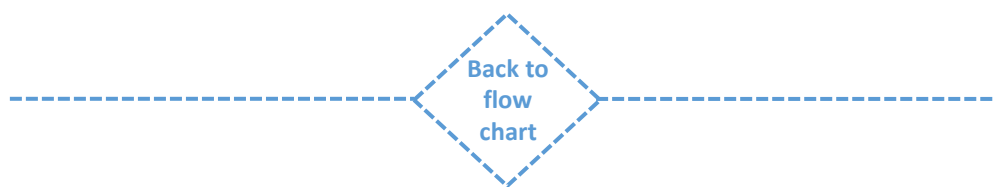
Reduce appointment types and times (SC#18)

Basic	Advanced
<ul style="list-style-type: none"> ● 5 Why's Instruction - Health Quality Ontario 	<ul style="list-style-type: none"> ● Answers to Your Questions About Same-Day Scheduling
<ul style="list-style-type: none"> ● AIM Info Blast High Leverage Change Package Specialty 	<ul style="list-style-type: none"> ● Lean Thinking Q and A
<ul style="list-style-type: none"> ● AIM Specialty PDSA Template 	
<ul style="list-style-type: none"> ● Communications Plan Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Cumbersome Intake Systems in Specialty Care 	
<ul style="list-style-type: none"> ● Fishbone/Cause and Effect - Health Quality Ontario 	
<ul style="list-style-type: none"> ● HLC Package - Big Ideas for Improving Specialty Care Access 	
<ul style="list-style-type: none"> ● Implementing and Sustaining Changes - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Improving Access to Specialty Care 	
<ul style="list-style-type: none"> ● Measurement for Quality Improvement - Health Quality Ontario 	
<ul style="list-style-type: none"> ● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Plan, Do, Study, Act (PDSA) Tips 	
<ul style="list-style-type: none"> ● Priority and Triage Systems 	
<ul style="list-style-type: none"> ● Provider Capacity Limits 	
<ul style="list-style-type: none"> ● QuRE Quality Referral Pocket Checklist 	
<ul style="list-style-type: none"> ● Synchronization with Room as the Constraint 	
<ul style="list-style-type: none"> ● Telehealth Q and A 	
<ul style="list-style-type: none"> ● Tips for Balancing Demand and Supply 	
<ul style="list-style-type: none"> ● Writing a Problem Statement: Instruction - Health Quality Ontario 	



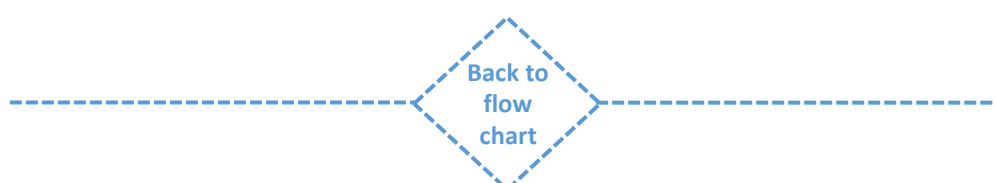
Increase supply (SC#19)

Basic	Advanced
<ul style="list-style-type: none"> ● 5 Why's Instruction - Health Quality Ontario 	<ul style="list-style-type: none"> ● Lean Thinking Q and A
<ul style="list-style-type: none"> ● AIM Info Blast High Leverage Change Package Specialty 	
<ul style="list-style-type: none"> ● AIM Specialty PDSA Template 	
<ul style="list-style-type: none"> ● Carve-Outs 	
<ul style="list-style-type: none"> ● Communications Plan Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Fishbone/Cause and Effect - Health Quality Ontario 	
<ul style="list-style-type: none"> ● HLC Package - Big Ideas for Improving Specialty Care Access 	
<ul style="list-style-type: none"> ● Implementing and Sustaining Changes - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Improving Access to Specialty Care 	
<ul style="list-style-type: none"> ● Measurement for Quality Improvement - Health Quality Ontario 	
<ul style="list-style-type: none"> ● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Plan, Do, Study, Act (PDSA) Tips 	
<ul style="list-style-type: none"> ● QuRE Quality Referral Pocket Checklist 	
<ul style="list-style-type: none"> ● Roles for Mid Level Providers 	
<ul style="list-style-type: none"> ● Strategies for Reducing No-Shows 	
<ul style="list-style-type: none"> ● Synchronization with Room as the Constraint 	
<ul style="list-style-type: none"> ● Telehealth Q and A 	
<ul style="list-style-type: none"> ● Writing a Problem Statement: Instruction - Health Quality Ontario 	



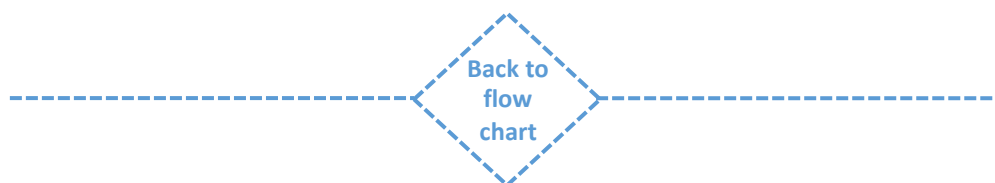
Shape demand (SC#20)

Basic	Advanced
<ul style="list-style-type: none"> ● 5 Why's Instruction - Health Quality Ontario 	<ul style="list-style-type: none"> ● Answers to Your Questions About Same-Day Scheduling
<ul style="list-style-type: none"> ● AIM Info Blast High Leverage Change Package Specialty 	<ul style="list-style-type: none"> ● Lean Thinking Q and A
<ul style="list-style-type: none"> ● AIM Specialty PDSA Template 	
<ul style="list-style-type: none"> ● Appointing into the Future 	
<ul style="list-style-type: none"> ● Appointment Confirmation 	
<ul style="list-style-type: none"> ● Case Managers Make a Difference 	
<ul style="list-style-type: none"> ● Communications Plan Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Components of Service Agreements 	
<ul style="list-style-type: none"> ● Creating Patient Information Brochures 	
<ul style="list-style-type: none"> ● Cumbersome Intake Systems in Specialty Care 	
<ul style="list-style-type: none"> ● Demand Reduction in a Pay-Per-Visit Environment 	
<ul style="list-style-type: none"> ● Does improving TNA have an impact on patient volume 	
<ul style="list-style-type: none"> ● Fishbone/Cause and Effect - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Five Ways to Improve Access to Care 	
<ul style="list-style-type: none"> ● HLC Package - Big Ideas for Improving Specialty Care Access 	
<ul style="list-style-type: none"> ● Implementing and Sustaining Changes - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Improving Access to Specialty Care 	
<ul style="list-style-type: none"> ● Late Patients 	
<ul style="list-style-type: none"> ● Measurement for Quality Improvement - Health Quality Ontario 	
<ul style="list-style-type: none"> ● No Show Management - Safety Net Medical Home Initiative 	
<ul style="list-style-type: none"> ● Office Efficiency - Practice Hints for Staff and Providers 	
<ul style="list-style-type: none"> ● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Plan, Do, Study, Act (PDSA) Tips 	
<ul style="list-style-type: none"> ● Planned Mini Group Medical Visits 	
<ul style="list-style-type: none"> ● Priority and Triage Systems 	
<ul style="list-style-type: none"> ● Provider Capacity Limits 	
<ul style="list-style-type: none"> ● QuRE Quality Referral Pocket Checklist 	
<ul style="list-style-type: none"> ● Reducing Waits and Delays in the Referral Process 	
<ul style="list-style-type: none"> ● Return Visit Rates 	
<ul style="list-style-type: none"> ● Roles for Mid Level Providers 	
<ul style="list-style-type: none"> ● Service Agreements 	
<ul style="list-style-type: none"> ● Strategies for Reducing No-Shows 	
<ul style="list-style-type: none"> ● Telehealth Q and A 	
<ul style="list-style-type: none"> ● The Myth of the Full Schedule 	
<ul style="list-style-type: none"> ● Writing a Problem Statement: Instruction - Health Quality Ontario 	



Practice & process re-design (SC#21)

Basic	Advanced
<ul style="list-style-type: none"> ● 5 Why's Instruction - Health Quality Ontario 	<ul style="list-style-type: none"> ● Calculation of Supply in a Complex Specialty Care Practice or Program
<ul style="list-style-type: none"> ● Advancing the Practice of Patient- And Family-Centered Care In Primary Care and Other Ambulatory Settings 	<ul style="list-style-type: none"> ● Lean Thinking Q and A
<ul style="list-style-type: none"> ● AIM Info Blast High Leverage Change Package Specialty 	<ul style="list-style-type: none"> ● System Performance Goals
<ul style="list-style-type: none"> ● AIM Specialty PDSA Template 	
<ul style="list-style-type: none"> ● Appointment Confirmation 	
<ul style="list-style-type: none"> ● Care Team Workload Analysis Tool 	
<ul style="list-style-type: none"> ● Case Managers Make a Difference 	
<ul style="list-style-type: none"> ● Communicating With Empathy 	
<ul style="list-style-type: none"> ● Communications Plan Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Complicated Patients and Red Zone Time 	
<ul style="list-style-type: none"> ● Components of Service Agreements 	
<ul style="list-style-type: none"> ● Creating Patient Information Brochures 	
<ul style="list-style-type: none"> ● Cycle Time Spreadsheet - up to 4 PROVIDERS v9 	
<ul style="list-style-type: none"> ● Does improving TNA have an impact on patient volume 	
<ul style="list-style-type: none"> ● Fishbone/Cause and Effect - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Five Levels of Mapping 	
<ul style="list-style-type: none"> ● Five Ways to Improve Access to Care 	
<ul style="list-style-type: none"> ● HLC Package - Big Ideas for Improving Office Efficiency with Transitions 	
<ul style="list-style-type: none"> ● HLC Package - Big Ideas for Improving Specialty Care Access 	
<ul style="list-style-type: none"> ● Implementing and Sustaining Changes - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Improving Access to Specialty Care 	
<ul style="list-style-type: none"> ● Late Patients 	
<ul style="list-style-type: none"> ● Making Moments Matter 	
<ul style="list-style-type: none"> ● Measurement for Quality Improvement - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Office Efficiency - Equation for Determining Number of Rooms Required 	
<ul style="list-style-type: none"> ● Office Efficiency - Practice Hints for Staff and Providers 	
<ul style="list-style-type: none"> ● Patient-Provider and Staff Satisfaction Survey 	
<ul style="list-style-type: none"> ● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Plan, Do, Study, Act (PDSA) Tips 	
<ul style="list-style-type: none"> ● Planned Mini Group Medical Visits 	
<ul style="list-style-type: none"> ● Provider Capacity Limits 	
<ul style="list-style-type: none"> ● QuRE Quality Referral Pocket Checklist 	
<ul style="list-style-type: none"> ● QuRE Tips for Rheumatology Referral 	
<ul style="list-style-type: none"> ● Reducing Appointment Types in Specialty Care 	
<ul style="list-style-type: none"> ● Reducing Waits and Delays in the Referral Process 	
<ul style="list-style-type: none"> ● Roles for Mid Level Providers 	
<ul style="list-style-type: none"> ● Sample Scripts for Appointment-Clerks and Receptionists 	
<ul style="list-style-type: none"> ● Service Agreements 	
<ul style="list-style-type: none"> ● Should you treat patients virtually 	
<ul style="list-style-type: none"> ● Strategies for Reducing No-Shows 	
<ul style="list-style-type: none"> ● Suggestions for Dealing with Patients as Customers 	
<ul style="list-style-type: none"> ● Synchronization with Room as the Constraint 	
<ul style="list-style-type: none"> ● Teach Back 	
<ul style="list-style-type: none"> ● Telehealth Q and A 	
<ul style="list-style-type: none"> ● The Art of Active Listening 	
<ul style="list-style-type: none"> ● The Myth of the Full Schedule 	
<ul style="list-style-type: none"> ● Three Important Questions to Ask 	
<ul style="list-style-type: none"> ● Waste Walk Instruction - Health Quality Ontario 	
<ul style="list-style-type: none"> ● Writing a Problem Statement: Instruction - Health Quality Ontario 	

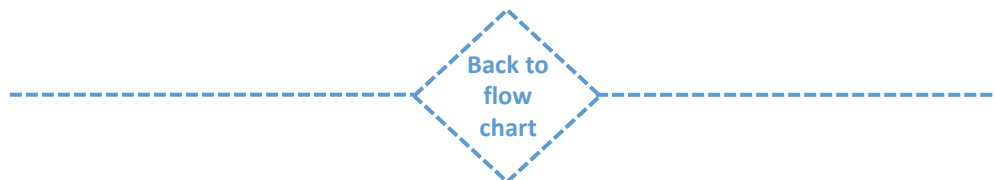


Increase caseload, improve prevention and care (SC#22)

Basic
● 5 Why's Instruction - Health Quality Ontario
● AIM Info Blast High Leverage Change Package Specialty
● AIM Specialty PDSA Template
● Communications Plan Instruction - Health Quality Ontario
● Fishbone/Cause and Effect - Health Quality Ontario
● HLC Package - Big Ideas for Improving Specialty Care Access
● Implementing and Sustaining Changes - Health Quality Ontario
● Measurement for Quality Improvement - Health Quality Ontario
● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario
● Plan, Do, Study, Act (PDSA) Tips
● Writing a Problem Statement: Instruction - Health Quality Ontario

Develop contingency plans (SC#23)

Basic
● 5 Why's Instruction - Health Quality Ontario
● AIM Info Blast High Leverage Change Package Specialty
● AIM Specialty PDSA Template
● Communications Plan Instruction - Health Quality Ontario
● Continuity: Q & A
● Fishbone/Cause and Effect - Health Quality Ontario
● HLC Package - Big Ideas for Improving Specialty Care Access
● Implementing and Sustaining Changes - Health Quality Ontario
● Improving Access to Specialty Care
● Measurement for Quality Improvement - Health Quality Ontario
● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario
● Plan, Do, Study, Act (PDSA) Tips
● Post-Vacation Scheduling for Primary and Specialty Care
● Provider Capacity Limits
● Specialty Care: Basic Issues
● Writing a Problem Statement: Instruction - Health Quality Ontario



Reduce backlog (addressed last) (SC#24)

Basic
● 5 Why's Instruction - Health Quality Ontario
● AIM Info Blast High Leverage Change Package Specialty
● AIM Specialty PDSA Template
● Communications Plan Instruction - Health Quality Ontario
● Fishbone/Cause and Effect - Health Quality Ontario
● HLC Package - Big Ideas for Improving Specialty Care Access
● Implementing and Sustaining Changes - Health Quality Ontario
● Improving Access to Specialty Care
● Measurement for Quality Improvement - Health Quality Ontario
● Office Efficiency - Equation for Determining Number of Rooms Required
● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario
● Plan, Do, Study, Act (PDSA) Tips
● Writing a Problem Statement: Instruction - Health Quality Ontario

