

P21 - BENCHMARKING IN LONG-TERM CARE REPORTING - THE HEALTH QUALITY ONTARIO JOURNEY

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Brief Description of Research or Project: The Ontario government tasked Health Quality Ontario (HQO) with measuring and reporting to the public on the quality of long-term care (LTC) in the province. In 2012, HQO released LTC home-level data on four quality indicators, a first for the province. HQO then embarked on an exercise that brought together an expert panel, who through a modified Delphi Panel applying a structured, evidence and data-driven process, came to consensus in 2013 on a set of stretch targets or benchmarks. A benchmark is a marker of excellence to which health service providers can aspire. This presentation will illustrate the journey of HQO in the development and public launch of benchmarks for its LTC publically reported indicators. This is the first time in Canada that aspirational benchmarks were established provide-wide and publicly reported. Benchmarks can be used to assist homes with the development of quality improvement plans aimed at improving the care provided to LTC residents in Ontario. They can also be used to identify best practices that can be shared across the sector. HQO, through its LTC quality improvement initiatives, also provides resources which helps increase understanding and utilization of data. This helps LTC homes sustain and build on the improvements they have achieved on their own. Taken together, aspirational benchmarks, quality improvement resources and public reporting represent some of the levers that can assist LTC homes in their quality improvement efforts through prioritizing quality improvement areas and setting of targets. **Why is this research important to profile at the Research Day 2014?** This topic supports the Research day by sharing HQO's consensus building process in working with Ontario Long-Term Care (LTC) home operators, researchers, scientists and clinicians in the development of LTC benchmarks. It also describes the feedback from the LTC sector and the public after the public release of these benchmark values. A presentation on this topic will encourage the use of available data and quality improvement tools as an integral part of quality improvement.