

PHYSICIAN QUALITY IMPROVEMENT

Outcome Evaluation

The PQI initiative engages and equips physicians with technical resources and expertise to lead quality improvement (QI) projects. This investment not only increases physician involvement and capacity in QI, but also enhances the delivery of quality patient care.



IMPACT ON IHI QUADRUPLE AIM

15 PQI learning action projects reviewed demonstrate the impact of PQI on the IHI Quadruple Aim

1. Improved Health Outcomes (12 projects)



- > Effectiveness of diagnostics (4 projects)
- > Effectiveness of treatment (8 projects)
- > Access to care (5 projects)
- > Timelines (3 projects)

3. Improved Physician Experience (9 projects)



- > Involved in meaningful tasks
- > Reduced burn-out
- > Improved patient experience and health outcomes leads to improved physicians job satisfaction

2. Improved Patient Experience (13 projects)



- > Achieved high level of client satisfaction (e.g. average satisfaction rated 4.4 out of 5)
- > Patient experience increased from 86% to 91%, improved substantially negative experience
- > 100% of patients satisfied with virtual visits, improved follow-up rates by 50%
- > Positive feedback for intervention on early pregnancy loss
- > Decreased the distress experienced by patients/caregiver by 30%

4. Reduced Cost



- > Direct annual savings were estimated to be around \$1.9 million (6 out 15 projects)
- > Estimated savings for all PQI projects focused on cost-savings (-15 projects) were approximately \$13 million

IMPROVED COLLABORATION AND RELATIONSHIPS

PQI Health Authority Steering Committees agreed that the PQI initiative...



75% positively impacted physician engagement with Health Authorities (**93% agree**); and



Increased physician participation in Health Authority led QI (**81% agree**).

PQI Learning Action Project Alignment with Health Authority Priorities



Most learning action projects are perceived to be well-aligned with the broader priorities of Health Authorities (**72% of Steering Committee members agree**)

Identified Success Factors Contributing to Improved Collaboration and Relationships



Effective PQI Steering Committees



Dyad Partnerships



Alignment with Health Authority broad priorities and local organization priorities



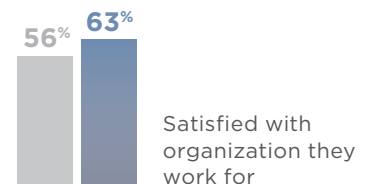
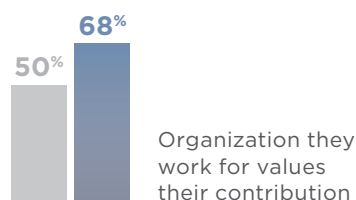
Effective Structure and Positive Relationships:



Involvement of all health partners, including patients, in decision making

Impact of PQI Training on Physicians

■ Percentage reporting agreement Pre-PQI training
■ Percentage reporting agreement Post-PQI training



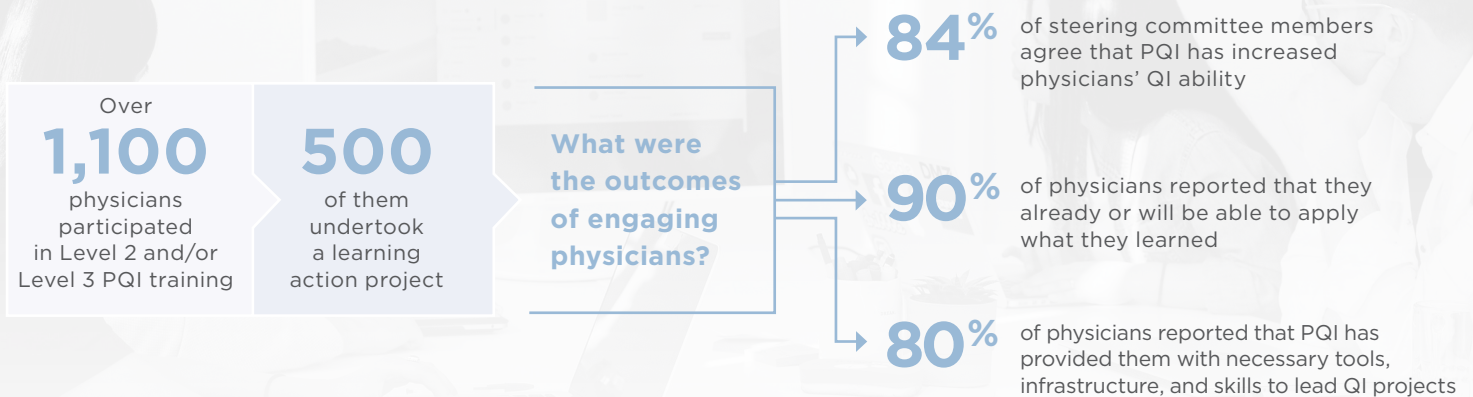
The perceived level of collaboration and relationships varies across Health Authorities – key informants noted that...

“PQI has been an incredible engagement tool for physicians... It has been a significant vehicle for prevention of burn out and promotion of resiliency and wellness”

“it takes time to build trust and remove barriers to collaborations”

STRENGTHENING CULTURE

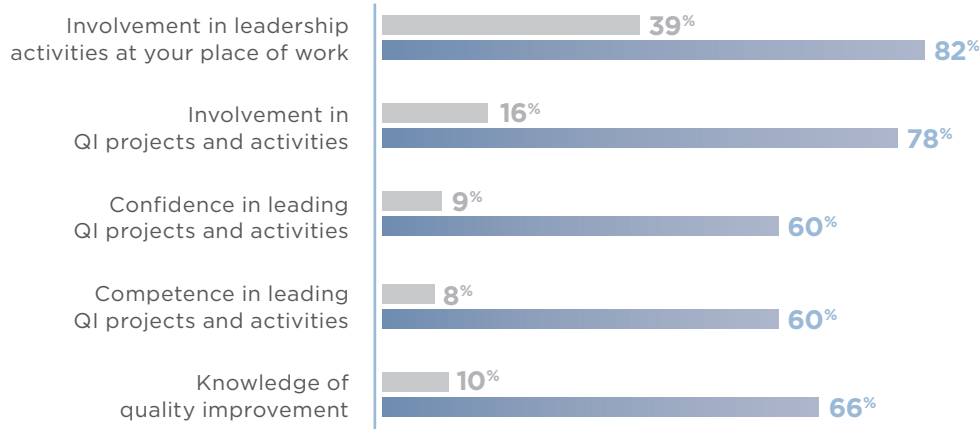
Improving Knowledge, Skills, and Engagement



Factors Contributing to PQI Impact



Participating Physicians Self-Assessment of Increased Skills (Pre/Post PQI Training)



Physicians reported a significant increase in knowledge, confidence, and skills to lead quality improvement projects and initiatives.

■ Pre-PQI Training
■ Post-PQI Training

STRENGTHENING CULTURE CONTINUED

Patient Involvement

- > 75% of Steering Committee members agree – patients' voices are heard and positively impact committee work
- > Estimated half of QI learning action projects include patient input
- > Not all projects need to involve patients, but those that do should make more effort to seek patient input

Key informants interviewed agreed that PQI strives to create a QI culture that is patient-centric and champions the patient voice.

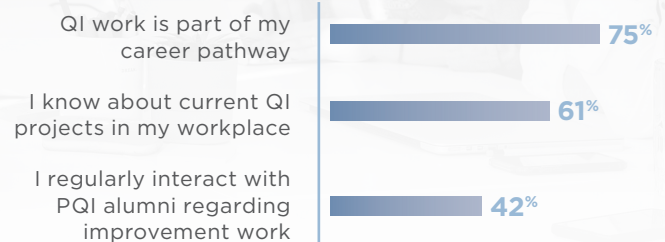
"I think what worked well was teamwork, and the involvement of people who have the lived experience, not only just the healthcare team, but the patient, the family, the caregivers are all part of the healthcare team"

- PATIENT

Sustainability

- > QI culture and feasible changes achieved through learning action projects are likely to be sustained when there is strong alignment with local organizations, and the local team (health providers, management) is sufficiently involved
- > PQI physician alumni continue to be engaged in QI after receiving PQI training

Surveyed PQI physician alumni reported that:



PQI Health Authority Steering Committees are currently working on strategies to increase sustainability and spread of successful PQI learning action projects.

EVALUATION METHODOLOGY

Improving Knowledge, Skills, and Engagement

46

Interviews with key informants



Review of documents, files, and data

27

PQI team members surveyed



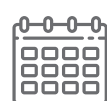
Pre-training survey (309) & post-training survey (140)

21

Interviews with physicians and their teams undertaking 15 learning action projects



Physician Alumni Survey (76)



Annual survey of Health Authority Steering Committee and PQI Team members