



### What informs our integrated Quality Framework?

- Legislation (e.g. Excellent Care for All Act, patient safety indicators, Bill 46, Bill 8, Patients First Act)
- Hospital Services Accountability Agreement with the TC-LHIN
- Regulatory bodies
- Board of Trustees
- External stakeholders (HQO, ISMP, CPSI)
- Clients and families
- Scientific literature
- Ministry of Health
- Ministry of Education
- Ministry of Child and Youth Services
- Special needs strategy

### What do I need to know?

Quality is making excellence happen! Our Quality Framework is the cornerstone of our integrated quality management plan (IQMP), which strives to make quality a key part of our culture. Our Quality Framework is our guide to ensure we are working towards collective goals and improvements that will improve services for our clients and families, engaging clients and families as well as our staff in creating a better way to provide partnered care.



### What will we achieve with our integrated Quality Framework?

- Financial sustainability
- Increased organizational capacity
- Strategic succession planning
- Horizontal/vertical integration of quality and safety
- Leaders in client and family integrated care
- Stable and experienced workforce
- High performing organization
- System leaders in paediatrics quality and safety
- National and international partnerships
- Shared accountability for care
- Enhanced leadership skills
- Corporate plan that promotes learning
- Improved navigation and access
- Increased evidence based guidelines
- Building capacity in our family/youth leaders to make system change in quality/safety (PSEP)

### What kinds of questions might accreditation surveyors ask?

- What is a Quality Framework?
- What are the dimensions of the Quality Framework at Holland Bloorview?
- How does Holland Bloorview measure success of the Quality Framework?
- How does quality relate to our practice or role?

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