



2017/18 Cancer Screening Toolkit for Quality Improvement Plans (QIPs) Change Ideas for Cancer Screening Measures

OBJECTIVE: This document is intended to help primary care teams select change ideas that will support their QIP measures related to cancer screening.

HOW TO USE THIS WORK SHEET: This document provides a list of potential change ideas that can be added to the QIP workplan using Health Quality Ontario's (HQO's) QIP Navigator tool (accessed at qipnavigator.hqontario.ca). For each change idea, this document provides sample process measures and sample targets for process measures to support you in completing your workplans.

Note: This document is intended to be used in combination with its companion document: [Adding Cancer Screening Measures to the QIP Workplan](#).

Adding Cancer Screening Change Ideas to the QIP

- In the **WORKPLAN** view of the QIP Navigator, find your cancer screening measure.
- At the bottom of that measure, in the green-shaded **CHANGE** area, click **Add New Change Idea**.
- A pop-up window titled **Change Idea** will appear and allow you to enter information in the following fields:
 - Planned Improvement Initiatives (change ideas)
 - Methods
 - Process Measures
 - Target for Process Measure
 - Comments
- Use the table below to select change ideas that your team could adopt to achieve your quality improvement target. The change ideas are categorized as:
 - Team development ideas
 - Workflow efficiency ideas
 - Improvement initiative ideas
- Each potential change idea also includes sample process measures and targets for process measures that you may find helpful.
- It is recommended that you add one change idea into the window at a time.

Category	Possible change ideas	Sample process measures	Sample target for process measure
Team development ideas	<ul style="list-style-type: none"> Train administrative staff on cancer screening guidelines and recommendations, and empower them to discuss screening with patients 	<ul style="list-style-type: none"> # of staff trained # of training sessions # of screening conversations between admin staff and patients 	<ul style="list-style-type: none"> 5 receptionists trained 3 training sessions completed 20 conversations per month
	<ul style="list-style-type: none"> Train clinical staff on Cancer Care Ontario's screening programs and guidelines using online Mainpro+ certified courses 	<ul style="list-style-type: none"> # of clinicians trained # of courses completed 	<ul style="list-style-type: none"> 5 clinicians trained 3 courses completed
	<ul style="list-style-type: none"> Train staff how to create cancer screening reports in the electronic medical record (EMR) 	<ul style="list-style-type: none"> # of staff trained # of reports created 	<ul style="list-style-type: none"> 7 staff trained 3 reports created per quarter
	<ul style="list-style-type: none"> Set up staff as "delegates" for physicians, so that they can access the Screening Activity Report (SAR) 	<ul style="list-style-type: none"> # of SAR delegates Frequency of logins to the SAR 	<ul style="list-style-type: none"> 12 SAR delegates 1 SAR login per physician per month
Workflow efficiency ideas	<ul style="list-style-type: none"> Conduct a "cancer screening workflow" audit as a team to identify inefficiencies in the screening process 	<ul style="list-style-type: none"> # of sessions to review workflow # of changes implemented 	<ul style="list-style-type: none"> 2 sessions to review workflow 2 changes implemented in 2017
	<ul style="list-style-type: none"> Register all physicians in the practice with ONE ID®, so they can access the SAR (patient enrolment model physicians only) 	<ul style="list-style-type: none"> % of physicians registered for ONE ID® 	<ul style="list-style-type: none"> 100% of practice physicians registered for ONE ID®
	<ul style="list-style-type: none"> Set up individual alerts / reminders in the EMR for patients who are overdue for screening 	<ul style="list-style-type: none"> % of eligible patients receiving cancer screening alerts 	<ul style="list-style-type: none"> 90% of eligible patients receiving cancer screening alerts
	<ul style="list-style-type: none"> Create cancer screening reports at regular intervals throughout the year, to identify patients who require screening; report back on progress at staff meetings 	<ul style="list-style-type: none"> # of cancer screening reports created per year 	<ul style="list-style-type: none"> 4 breast, cervical and colorectal cancer screening reports created in 2017
	<ul style="list-style-type: none"> Establish formal roles for staff to ensure all screening results are received and entered into the EMR, recalls are set up when patients are due for screening and patients are contacted if they do not follow through with screening 	<ul style="list-style-type: none"> Established staff roles for all steps in the cancer screening workflow 	<ul style="list-style-type: none"> Documented role descriptions for all administrative staff
	<ul style="list-style-type: none"> Sign up all physicians for physician-linked correspondence, so that their patients receive invitation letters from Cancer Care Ontario that include their doctor's name (patient enrolment model physicians only) 	<ul style="list-style-type: none"> % of physicians signed up for physician-linked correspondence 	<ul style="list-style-type: none"> 95% of practice physicians signed up for physician-linked correspondence

Category	Possible change ideas	Sample process measures	Sample process measures
Improvement initiative ideas	<ul style="list-style-type: none"> Conduct a data standardization exercise to improve cancer screening data quality within the EMR 	<ul style="list-style-type: none"> # of data elements standardized 	<ul style="list-style-type: none"> 10 cancer screening data elements standardized 1,000 patient records standardized
	<ul style="list-style-type: none"> Conduct a phone call / letter reminder intervention to contact all patients who are due for screening throughout the year 	<ul style="list-style-type: none"> # of patients contacted % of patients who completed screening 	<ul style="list-style-type: none"> 50 patients contacted per month 75% of contacted patients got screened
	<ul style="list-style-type: none"> Establish campaigns during the year to promote cancer screening 	<ul style="list-style-type: none"> # and length of campaigns 	<ul style="list-style-type: none"> 2, week-long cancer screening campaigns per year
	<ul style="list-style-type: none"> Hold cancer screening events to encourage patients to come in for screening 	<ul style="list-style-type: none"> # of cancer screening events per year 	<ul style="list-style-type: none"> 4 Pap test clinic days offered per year
	<ul style="list-style-type: none"> Contact the Regional Cancer Program to discuss possible improvement initiatives 	<ul style="list-style-type: none"> # of meetings with Regional Cancer Program 	<ul style="list-style-type: none"> 1 meeting per quarter with Regional Cancer Program 1 cancer screening initiative with support from Regional Cancer Program implemented in 2017

- When you have finished adding all the necessary information, click **SAVE & CLOSE** to close the change idea window. The new change idea has now been added to the QIP Workplan.

Cancer Care Ontario has developed a number of resources to support primary care providers in improving their cancer screening activities. These resources are available at cancercare.on.ca/pcresources.

To better serve the healthcare community, Cancer Care Ontario is offering certified Mainpro+ courses, all of which are free and accessible anytime, anywhere. Visit elearning.cancercare.on.ca today to register.

For more information and resources

Visit: cancercare.on.ca/pcresources | Call: 1-866-662-9233

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