

Conférence laurentienne de rhumatologie

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Abstract #: 20

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Building the Arthritis Alliance of Canada Quality Framework: Development of a patient-centered balanced scorecard approach to improve quality of care in rheumatoid arthritis (RA) patients in Canada

Objective(s): The Arthritis Alliance of Canada (AAC) is a pan-Canadian assembly of more than 36 member organizations, leading several pan-Canadian initiatives to support high quality care in Canada. The implementation of measurement is critical for success in impacting patient care and improving outcomes. A Balanced Scorecard is a tool for quality improvement that ties measurement objectives along multiple domains to a central vision for quality improvement. A major advantage of balanced scorecards, compared to stand-alone indicators, is that they place the vision and strategy for quality improvement at the center to focus improvement efforts along organizational goals

Method(s):

Result(s): This project will create a patient-centered balanced scorecard for RA that is nationally endorsed by the Arthritis Alliance of Canada (AAC). The project is aligned with the current priorities of Health Canada to create a "health system that is responsive to the needs of Canadians" that is mindful of "equity, sustainability and affordability... and supports improvements to the health care system such as improved access, quality and integration of health care services".

During Phase 1, the vision and strategic objectives for quality improvement using the balanced scorecard will be established by RA stakeholders including patients, providers, clinic managers and regional/provincial healthcare leaders. In Phase 2, the scorecard performance measures and their associated targets will be selected by consensus, using a Modified-Delphi process involving a national panel of measurement experts and people living with arthritis. In Phase 3, the scorecard will be tested in Alberta, using a novel clinical platform (Rheum4U) and an electronic medical record (EMR) system. The acceptability, appropriateness and feasibility for the approach will be evaluated

Conclusion(s): The pan-Canadian Approach to IA MOC is a framework with sufficient flexibility to be operational at a local or regional level. We are working with champions to integrate this approach into local jurisdictions. The System Level Performance Measurement Framework (SLPMF), the pan-Canadian RA Core Clinical Dataset (RACCD) and the Balanced Scorecard will evaluate current and future models of care to inform continuous quality improvements for IA patient care in Canada.
