



Enabling continuous quality improvement in Ontario's public health units: A scoping review

This research project includes 19 public health units working together to understand how to strengthen continuous quality improvement (CQI) in Ontario's public health units.

Project Objective

To learn what critical elements (organizational structures, systems, processes and activities, as well as individual capabilities) are needed to create, support and sustain CQI in public health.

What We Did

A scoping review of key literature to identify key enablers and ideas for advancing CQI in public health settings.



18,956 articles reviewed

237 research and grey literature articles included in the study

What We Found



15 enablers



5 domains

15 enablers across 5 domains that can be used as a guide for public health units in their efforts to implement CQI in to public health units

ORGANIZATIONAL CULTURE

1

CQI is supported by an organizational culture that is innovative and non-punitive, and where QI efforts are seen to be aligned with, and reflected in, the agency mission and values.

ORGANIZATIONAL STRUCTURES

2

Organizational supports are needed to help enable QI in organizations. These include training and education for staff; human resources policies and practice that support QI; funding and resources to enable QI work; and ensuring that teams engaged in QI practices are multidisciplinary in nature.

LEADERSHIP

3

The support of senior leadership is necessary for CQI to spread and be sustained. Other formal and informal leaders at all levels of the agency can also support and enhance QI efforts.

DATA

4

Robust, reliable and available data in real time is an important enabler to implementing and sustaining QI work. Existing data systems can be leveraged to support QI activities.

EXTERNAL SUPPORTS

5

External supports such as QI collaboratives, accreditation/certification, and external funding impact the use and effectiveness of QI.

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www.publichealthontario.ca/en/ServicesAndTools/LDCP/Pages/CQI.aspx