



Driving High Quality and High Value Care for Arthritis Patients and Families

Schroeder Arthritis Institute Quality Committee Authorship:

Committee Co-Chairs:

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Project Team:

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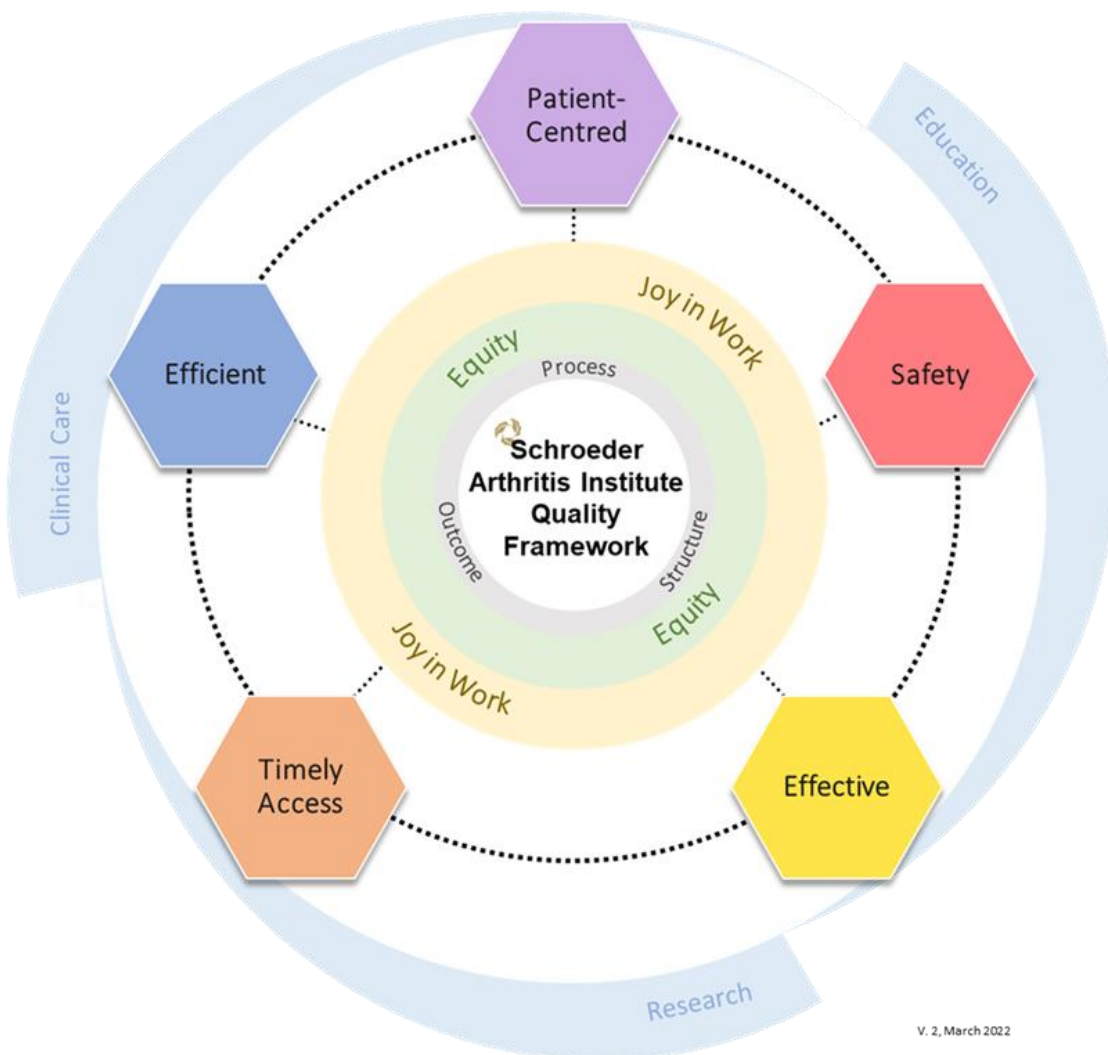
Schroeder Arthritis Institute Integrated Quality Framework, 2023 (March, 2023). Schroeder Arthritis Institute, University Health Network. Toronto, ON. Version 1.1: March 29 2023.

Schroeder Arthritis Institute Toronto
Western Hospital University Health
Network www.uhn.ca/Arthritis



Schroeder Arthritis Institute Integrated Quality Framework

The Schroeder Arthritis Institute at University Health Network is **excited to launch its *Integrated Quality Framework***, which is grounded in innovative research, learning and patient care. The framework was co-designed with our patients, and Team UHN members to define structural, process, and outcome elements of quality that are Patient Centered; Equitable; Safe; Effective; Timely/Accessible; and Efficient and enabled by staff who are Joyful, engaged and productive. Our Framework quality domains are based on those put forth by the Institute of Medicine,¹ Donabedian,² and the Institute of Healthcare Improvement³.



Defining Quality: Patients, Providers, and Broader Stakeholders

The Committee defined what does Quality mean to them within our Schroeder Arthritis Institute Quality Framework.

Quality Domain	Definition
Equitable	Care that does not vary in quality outcome, provision, or access with respect to gender, ethnicity, geographic location, and socioeconomic status or other personal characteristics for current UHN patients as well as those waiting for, and/or needing care.
Joy in Work	The most joyful, productive, engaged staff feel both physically and psychologically safe, appreciate the meaning and purpose of their work, have some choice and control over their time, experience camaraderie with others at work, and perceive their work life to be fair and equitable ³ .
Patient Centered	Care that integrates the patient's perceptions and their values to guide clinical decisions and quality care, and is reflective of the community/population that is served.
Safety	Holistic safety for patients with respect to the delivery of care, and/or escalation of care that is intended to help them.
Effective	Provision of services that align with expectations around what is achievable based on scientific knowledge, best practice, and with what patients identify they need for all those who can benefit.
Timely Access	Evaluating provision of timely and appropriate healthcare for both those who receive and those who provide care across the pathway.
Efficient	The relationship between clinical performance and resource use, including the avoidance of waste (i.e. waste of equipment, supplies, ideas and energy) from both a provider and patient lens

Our Team

| Committee Co-Chairs

This work has been led by the visionary leaders within the Schroeder Arthritis Institute, **Silvi Groe**, and **Dr. Zahi Touma**.



Silvi Groe is the Institute's Clinical Director responsible for overseeing the comprehensive clinical operations of the largest outpatient program at UHN with over **80,000 Orthopedics Visits**, and its integrated surgical program with over **5000 Orthopedic and Hand surgeries**. Silvi's portfolio includes enabling Arthritis Care Quality innovation, which is driven by converging discovery, and learning with front line clinical care. Most recently she led the establishment of new integrated model of care for [Hip](#) and [Knee](#) surgery, as well as a partnership with St. Hilda's for convalescent care support for our complex foot and ankle patients.



Dr. Zahi Touma is a Rheumatologist and Clinical Epidemiologist within the Schroeder Arthritis Institute. His research is focused on advancing care for patients with systemic lupus erythematosus (SLE) and discovery science to improve how disease and outcomes are measured to advance treatments and quality of care for patients. He has also led the development of the Neuropsychiatric Program at the Toronto Lupus Program with innovative research and care models to improve the assessment of cognitive impairment in patients with Lupus. published a seminal book on [Outcome Measures and Metrics in Systemic Lupus Erythematosus](#).

| Patient Partners

Our patient partners have been instrumental in sharing their experiences around the care quality both at UHN and at a system level to inform this work.



Kate Mather was diagnosed with Rheumatoid Arthritis at a young age. She credits her UHN/Schroeder clinicians for providing the expertise and care required to help her live a healthy and balanced life. “I know I can count on them to connect me to other appropriate specialists throughout the UHN network. It is truly a one stop shop for my healthcare needs.” While Kate credits us, we would like to thank Kate for her significant contributions to the program to drive UHN patient and family education, raise awareness of the effects of rheumatoid arthritis, the importance of #connectedcare and how patient education is key to ensuring patients can live life with arthritis.



Camille Orridge had joint replacement surgeries at UHN's Orthopedic Program within the Schroeder Arthritis Institute, and has been a valuable partner in helping the program assess its care quality and access through a health equity lens. Camille is a Senior Fellow at Wellesley Institute and has made an impressive impact through her leadership roles to ensure health equity is a priority across the health care system. She has led various initiatives to advance integration of care and services for patients seeking care, and to ensure proper supports help them remain in the community, and improve access to Toronto's hospitals for those needing care.

| Current Membership

This project is supported by Samra Mian-Valiante, Director of Strategy & Transformation; Sandralee Rose, Project Manager; and Janice Da Silva, Project Coordinator who work with the Co-Chairs and all experts to ensure rigorous methodological, evidence-based and consensus-based processes are utilized to enable outcomes and deliverables from this endeavour.

Name	Program Area	Title/Position
Silvi Groe (Co-Chair)	UHN Arthritis	Clinical Director
Dr. Zahi Touma (Co-Chair)	Rheumatology	Clinician Scientist
Dr. Robert Inman	UHN Arthritis	Medical Director, Senior Scientist

Samra Mian-Valiante	UHN Arthritis	Director, Strategy & Transformation/
Janice Da Silva	UHN Arthritis	Project Coordinator
Agnes So	UHN Arthritis	Administrative Assistant
Terra Ierasts	Decision Support	Director, Performance Improvement & Excellence
May Lu	Decision Support	Technical Specialist
Camille Orridge	Patient - Surgery	Patient Partner – Surgery
Kate Mather	Patient- Medicine	Patient Partner - Medicine
Marcia Correale	Provincial RAC	Clinical and Education Practice Lead
Marsha Alvares	Orthopedics	Outpatient Manager/ APP
Emma Nastase	Orthopedics	Patient Experience Project Coordinator
Dr. Christopher Nielsen	Orthopedics	Orthopedic Surgeon / Quality Champion
Diana Adams	9A Inpatient	Nurse Practitioner
Natasha Briggs	9A Inpatient	Nurse Practitioner
Indira Gobin	9A Inpatient	Inpatient Manager
Lisa Giraldi	Hand, Osteoporosis, Rheumatology, Fracture Clinic	Outpatient Manager
Dr. Andrea Chan	Hand	Hand Surgeon / Quality Champion
Dr. Lianne Tile	Osteoporosis	Physician / Quality Champion
Laura Passalent	Rheumatology	APP, and Education Lead
Nathalie Rozenbojm	Rheumatology	Lupus Clinical Nurse Specialist
Leanna Graham	Professional Practice	Director, Professional Practice
Meagan Blodgett	Professional Practice	Manager, Professional Practice
Jessica Marangos	People & Culture	Director, Workforce Development

| Past Members

We'd also like to acknowledge and thank our past members for their contributions to this work.

Name	Program Area	Title/Position
Sandree Rose	UHN Arthritis	Project Manager
Dr. Rod Davey	Orthopedics	Orthopedic Surgeon / Quality Champion
Reena Ahluwalia	Orthopedics	Nurse Practitioner, 9A Inpatient
Lindsay Maynard	Orthopedics	Clinical Care Coordinator
Julie McShane	Professional Practice	Manager, Professional Practice
Janelle Lopez	Rheumatology	Clinical Nurse Specialist

References

- ¹ Institute of Medicine (IOM). Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, D.C: National Academy Press; 2001.
- ² Donabedian, A. Explorations in Quality Assessment and Monitoring Vol. 1. The Definition of Quality and Approaches to Its Assessment. Ann Arbor, MI: Health Administration Press, 1980.
- ³ IHI framework for improving joy in work," *Institute for Healthcare Improvement*. [Online]. Available: <https://www.ihl.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>.