
















## MEDICAL SERVICES QUALITY IMPROVEMENT ACTIVITIES

### Why participate?

- According to the Canadian Medical Association Code of Ethics and Professionalism, participation in quality improvement activities is a core commitment to professional excellence of physicians. It leads each physician to contribute to the development and innovation of medicine, participate in establishing professional standards and cultivate collaborative and respectful relationships with other physicians, professionals, managers and learners.
- Moreover, quality improvement activities allow the participating physician to accumulate continuing professional development credits with their college or association.

Types of activities		Description
	<b>Death chart review</b>	This involves performing an individual analysis of a death to determine whether the case was managed appropriately and whether it requires further assessment.
	<b>Mortality and morbidity review (MMR or M&amp;M)</b>	This involves performing a collective and retrospective analysis of a case defined by an unexpected death, unexpected complication or any other special circumstances.
	<b>Clinical audit (chart review)</b>	This involves conducting an objective assessment of practices against accepted benchmarks.
	<b>Complaint/concern management</b>	This involves managing patient or colleague concerns to improve the care offering.
	<b>Quality indicator monitoring</b>	This involves monitoring clinical performance to identify activities that require further assessment.
	<b>Performance/skills assessment / multi-source feedback / supervision</b>	This involves participating in continuing professional development and in-practice assessment.
	<b>Participation in department meetings and in quality committees (RMAC, LMAC, review committees, CLU, Accreditation Canada, COVID-19 teams, etc.)</b>	This involves getting involved and collaborating with other physicians, professionals or managers to improve patient safety and care quality in general.
	<b>Revision of standards / guidelines / practice guides / protocols / policies and procedures</b>	
	<b>Participation in various quality projects (COPD, VTE, MORE, antimicrobial management, MedRec, etc.)</b>	
	<b>Research/ Clinical learning units /teaching/publication/simulation</b>	This involves all academic activities designed to produce or convey medical knowledge.
	<b>Trainings / conferences / courses / seminars / presentations / discussions of clinical cases</b>	This involves participating in personal development and continuing learning.
	<b>Journal club</b>	
	<b>Reading journals / articles / books / watching podcasts / videos</b>	

*“I participate in quality improvement activities to provide optimal care to my patients and to contribute to the development of medicine.”*

