

## Collaborative Quality Improvement Plan Template

**High level quality goal:** Support identification and communication of Substitute Decision Makers (SDM) so that residents of WW will have their end of life care wishes known and enacted.

AIM (A)			(B)	CHANGE (C)		CHANGE (C)
Dimension	Issue	Goal	Organizations	Change Ideas and Methods	Process Measures	Target for Process Measures
<b>Effective</b>	Patients' SDMs are not consistently identified or and communicated across providers /members of the care team	Create a common approach and common ACP/SDM language across the subLHIN	All	1. Each contributing organization/service/program will provide standardized information about the role of the SDM 2. Each client will be asked to identify their Substitute Decision Maker (SDM) 3. Each client will be supported to share their SDM across providers/members of their care team	1. # of regional ACP materials distributed  2. # of adult patients/residents /clients who have SDM discussion documented in patient chart/record  3. a) Qualitative description of how organizations are sharing SDM info with other providers/members of the care team <b>and/or</b> 3. b) # of SDM wallet cards requested from/provided to patients/residents/clients	Each organization to identify their own targets for each process measure. Consider a percentage increase over baseline.