

**CFHI – PRIORITY HEALTH INNOVATION CHALLENGE
MINI-CHALLENGE #2: IMPROVEMENT CHARTER**

1. MINI-CHALLENGE #2:

From time to time, CFHI, in its sole and absolute discretion, may make available additional monetary and other incentives to Challenge Teams participating in the CFHI Priority Health Innovation Challenge (the “Challenge”), pursuant to Section 12, “Other Award Opportunities” of the Challenge Terms (the “Challenge Terms”) available at: https://www.cfhi-fcass.ca/sf-docs/default-source/documents/innovation-challenges/innovation-challenge-priority-health-official-terms-e.pdf?sfvrsn=5214aa44_6.

Without limiting the following *Mini-Challenge #2* (the “Mini-Challenge #2”) Official Terms and Conditions (the “Mini-Challenge Terms”) the Mini-Challenge #2 is subject to all applicable terms and conditions of the Challenge. Any capitalized term used herein and not defined shall have the respective meaning assigned to it in the Challenge Terms and/or the Priority Health Innovation Challenge Improvement document, attached as a schedule to these Mini-Challenge Terms (“Schedule A”). In the event of any discrepancy or inconsistency between these Mini-Challenge Terms, which for clarity includes Schedule A, and the Challenge Terms, the Challenge Terms shall prevail, govern and control to the extent required to resolve the conflict.

2. AWARD DETERMINATION PROCESS:

Mini-Challenge #2 Awards

To participate in the Mini-Challenge #2, Team Leaders of qualified participating Teams in the Challenge must complete and submit to CFHI the Schedule A (the “Project Charter”) by March 16, 2020 at 5:00 p.m. ET. The Project Charter must be completed in English or French.

Each Project Charter will be given a score by a panel of Judges appointed by CFHI (the “Project Charter Score”). In order to be eligible for a Mini-Challenge #2 Award, the Project Charter must achieve an aggregated score of at least 75% as determined by the Judges in their sole and absolute discretion (“Threshold Project Charter Score”). The selected winner of a Mini-Challenge #2 Award will be determined as follows:

Criteria	Weighting
Part 1 – What are we trying to accomplish?	40%
The Team has identified: <ul style="list-style-type: none"> A clear healthcare problem and why it needs to be addressed, including rationale how and why the proposed healthcare improvement project will address the stated problem (background information should be provided) The AIM Statement provided should be specific, measurable, attainable, realistic, timely and identifies aspects of healthcare that will be improved (specific objectives and numerical goals should be clearly defined) Discuss expected benefits for patients, healthcare providers and the healthcare system (e.g., products, tools and deliverables) 	40%
Part 2 –How will we know a change is an improvement?	30%
The Team has identified: <ul style="list-style-type: none"> Measures (minimum of 1 Outcome Measure, 1 Process Measure and 1 Balancing Measure) which directly relate to the AIM Statement. Measures and related Data Sources must be reasonable and practical given the project scope 	30%
Part 3: What changes can we make to improve?	20%
The Team has identified: <ul style="list-style-type: none"> Key Stakeholders and has demonstrated their Roles/Responsibilities in the project, including how the Team will engage with them as well as Perceived Challenges / Barriers Project Risks/Barriers are set out, including Mitigation Strategies in working with Key Stakeholders Opportunities/Enablers and Leveraging Strategies in working with Key Stakeholders Any learnings to date and key changes that have been made in the project to incorporate these learning (if applicable) 	20%
Part 4: How will we sustain and spread our efforts?	10%
The Team has identified: <ul style="list-style-type: none"> How the project is linked to the Team’s organization strategic goals Strategies that will sustain and spread the efforts to implement to the project 	10%
Total Score	Maximum 100%

Odds of being selected depend on the number and calibre of eligible Project Charters submitted and received that satisfy the Threshold Project Charter Score. The Teams associated with the top seven (7) Project Charters based on Threshold Project Charter Score (as determined by the Judges, in their sole and absolute discretion) will each be eligible to win one (1) of seven (7) Mini-Challenge #2 Awards of \$5,000 CAD.

For the avoidance of doubt, there will be a maximum of seven (7) Mini-Challenge #2 Awards in the Challenge. If there are fewer Teams that satisfy the Threshold Project Charter Score than there are Mini-Challenge #2 Awards available to be received, then fewer Mini-Challenge #2 Awards will be awarded accordingly. If there is a tie on the Threshold Project Charter Score between two (2) or more Teams, then the Team with the highest score on Criteria 1, followed in the event of a further tie, in order of paramountcy, by Criterion 2, then Criterion 3, and then Criterion 4 will be

selected as the eligible recipient of the applicable Mini-Challenge #2 Award. In the event of an exact tie based on all the Criteria, pursuant to the paramountcy listed above, then a new panel of judges will be appointed by CFHI to break the tie in accordance with the preceding procedures.

ANYONE DEEMED BY CFHI TO BE IN VIOLATION OF CFHI'S INTERPRETATION OF THE LETTER AND/OR SPIRIT OF THESE MINI-CHALLENGE TERMS OR THE CHALLENGE TERMS FOR ANY REASON MAY NO LONGER BE CONSIDERED ELIGIBLE TO PARTICIPATE. NO INDIVIDUAL OR ENTITY IS AN AWARD RECIPIENT UNLESS AND UNTIL CFHI OFFICIALLY CONFIRMS SUCH INDIVIDUAL OR ENTITY AS AN AWARD RECIPIENT IN ACCORDANCE WITH THESE MINI-CHALLENGE TERMS AND THE CHALLENGE TERMS.

Once the selected eligible Project Charters and corresponding Teams are confirmed by CFHI in accordance with these Mini-Challenge Terms and the Challenge Terms, the Mini-Challenge #2 Awards will be awarded pursuant to Section 10 of the Challenge Terms. For greater certainty and the avoidance of any doubt, to be eligible to earn a Mini-Challenge #2 Award, all Project Charters and participant Teams in the Mini-Challenge #2 must qualify to earn an Award in the Challenge in accordance with the Priority Health Innovation Challenge Terms. CFHI reserves the right, in its sole and absolute discretion, to require proof of identity and/or eligibility (in a form acceptable to CFHI) for the purposes of verifying eligibility to participate in the Mini-Challenge #2. Failure to provide such proof to the complete satisfaction of CFHI within the timeline specified by CFHI may result in disqualification in the sole and absolute discretion of CFHI.



PRIORITY HEALTH INNOVATION CHALLENGE
IMPROVEMENT CHARTER

***Note: This Charter is to be completed based on the current state of your improvement initiative and plan going forward- please include learnings to date but ensure that this reflects the current status of your initiative.**

IMPROVEMENT PROJECT TITLE:

ORGANIZATION(S) INVOLVED *(please indicate with an (*) the lead organization(s), if applicable. Also include partnering organizations):*

PATIENT/FAMILY REPRESENTATIVE SIGN OFF *(Name, E-Mail, phone number):*

SITE LEAD/TEAM LEAD SIGN OFF *(Name, E-Mail, phone number):*

TEAM MEMBER <i>(Please add more lines to table if required)</i>	ROLE	RESPONSIBILITIES <i>(In point form, please describe how each role will be used for your project)</i>	ESTIMATED TIME COMMITMENT
	Team Lead(s)		
	Other team member		
	Other team member		
	Other team member		
	Other team member		
	Other team member		
	Other team member		
	Other team member		
	Other team member		
	Other team member		

WHAT ARE WE TRYING TO ACCOMPLISH?

PROBLEM *(Briefly describe the existing problem you hope to address (e.g., long specialty wait times, poor provider-to-provider communication; unaddressed needs for a specific population):*

RATIONALE: *(Briefly explain why the current system or process needs improvement. Include baseline data (if available) and relevant benchmarks, e.g., from the literature):*

AIM STATEMENT: *(What outcome, in measurable terms, are you hoping to accomplish by the end of the collaborative? List your AIM statement in [SMART](#) – i.e., Specific, Measurable, Achievable, Realistic, Timely – terms, e.g. By September 2018, we will have implemented remote consult*

services in the Greater Toronto Area, such that 50 primary care providers will be using eConsult service for dermatology, neurology and radiology specialties)

WHAT ARE THE EXPECTED BENEFITS FOR PATIENTS, PROVIDERS AND THE SYSTEM?

DESCRIPTION OF INITIATIVE *(Please provide a detailed description, including the scope/parameters of your initiative over the collaborative):*



HOW WILL WE KNOW A CHANGE IS AN IMPROVEMENT?

WHAT DATA DO WE CURRENTLY HAVE AND/OR PLAN TO COLLECT? *(Please add more lines to the table if needed):*

MEASURE/INDICATOR	DATA SOURCE	CURRENTLY COLLECTING / PLAN TO COLLECT	QUADRUPLE AIM DIMENSIONS <i>(Please check which dimension(s) your measure/indicator addresses)</i>
Outcome Measures: refer to the measures of performance of the system under study, i.e. where you want the improvement to go. They are the voice of the patient (or consumer) and indicate what is ultimately better because of the improvement <i>(e.g. # of avoided face-to-face specialist visits)</i>			
		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience

		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience
		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience
Process Measures: are the workings of the improvement process; they are the means to an end. They address how key parts or steps of the system are performing. To affect the outcome, system processes first need to be improved. They should tell a team if the new processes are working as they were intended to (<i>e.g. # of remote consults that have been completed</i>)			
		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience
		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience
		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience
Balancing Measures: refer to changes designed to improve one part of the system that may cause changes (positive or negative) in other parts of the system. May include staff satisfaction, changes to wait times, or financial implications. These are usually outcomes that you didn't necessarily intend as part of your objectives.			
		<input type="checkbox"/> Currently Collecting	<input type="checkbox"/> Better Health Outcomes

		<input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience
		<input type="checkbox"/> Currently Collecting <input type="checkbox"/> Plan to Collect	<input type="checkbox"/> Better Health Outcomes <input type="checkbox"/> Improved Cost Efficiency <input type="checkbox"/> Improved <u>Provider</u> Experience <input type="checkbox"/> Improved <u>Patient</u> Experience

WHAT CHANGES CAN WE MAKE TO IMPROVE?

KEY STAKEHOLDERS (Whose input and support will this project require? How will you engage these key stakeholders? Any known challenges for engaging them?):

STAKEHOLDERS	ROLES/RESPONSIBILITIES	HOW WILL YOU ENGAGE THEM?	PERCEIVED CHALLENGES / BARRIERS

RISKS & BARRIERS (What are the known risks and barriers and what are your planned mitigation strategies to address these?):

RISKS/BARRIERS	MITIGATION STRATEGIES

OPPORTUNITIES/ENABLERS *(What are the known opportunities/enablers and what are your strategies to leverage them?):*

OPPORTUNITIES/ENABLERS	LEVERAGING STRATEGIES

LEARNINGS *(What have you learnt so far that has resulted in your changing course or modifying your plan?):*



HOW WILL WE SUSTAIN AND SPREAD OUR EFFORTS?

WHAT STRATEGIES DO YOU HAVE IN PLACE TO SUSTAIN AND SPREAD YOUR IMPROVEMENT INITIATIVE BEYOND THE INITIAL SCOPE?: