



# 2023-2024

## Activity report



UNITÉ DE **SOUTIEN**  
**SSA** | QUÉBEC



# In memoriam

In 2023, we lost two colleagues whose contributions to the work of our unit, to patient-centered research, to partnership work, and to the healthcare system at large are immeasurable. Thank you Pierre, thank you Kenneth. Our thoughts are with their loved ones and colleagues.



**Kenneth George**

Patient Partner | Change Management Axis (HEC Sector)



**Pierre Pluye**



Professor-Researcher | Data Valorization Axis

**In memoriam**

**Message from management**

**2023-2024 Priorities**

**Governance**

**The Unit in numbers**

**Targeted grants**

**Pan-Canadian projects**

**Achievements**

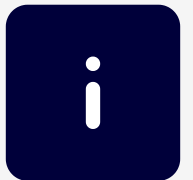
**2024-2026 Goals**

**Projects in focus for 2024-2025**

**New multimedia content**

**Partners**

**Acknowledgments**





While reading, hover the mouse over the acronyms to see the detail.



# Message from management

True to our intentions, we have worked tirelessly in 2023-2024 to build scientific and experiential knowledge and, above all, to apply it. Our scientific programming was brilliantly realized through our scientific axes and the provincial partnership community Experiences, which enriched the Unit's LHS toolbox and promoted the use of knowledge by our field teams (SSA-RUISSS teams) in the context of improvement projects. Congratulations and thank you to the members of the SSA Quebec support Unit.

Several ministerial mandates demonstrates the relevance of the Unit and the quality of the work carried out by our teams. Indeed, the Ministry of Health and Social Services (MSSS) has entrusted us with mandates at the strategic level (Position Statement on Continuous Quality Improvement (CQI)), tactical level (Guidelines and Model for Learning Family Medicine Groups (FMG)), and operational level (facilitation and reflexivity via COMPAS+ and provincial practice community in CQI).

The enthusiasm for CQI is undeniable and good news. The MSSS, Santé Québec, and the Institutes of Health Research of Canada (CIHR) are in sync as they make it a priority.



**Catherine Wilhelmy**

Patient Partner Comanagement



**Antoine Groulx**

Scientific Comanagement



**Rénaud Breton**

Administrative Services Management





**RUISSS**

Réseaux universitaires de santé et de services sociaux (University Health and Social Services Networks)

**MSSS**

Ministère de la Santé et des Services sociaux (ministry of health and social services)

**CQI**

Continuous Quality Improvement

**CIHR**

Canadian Institutes in Health Research



# Acronyms



**ACFAS** Founded in 1923 under the name Canadian-French Association for the Advancement of Sciences. Since 2019, the Association is simply called Acfas.

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**MND** Major neurocognitive disorder



**LHS**  
Learning Health System

Convinced that partnership work is key to solidifying the science-practice bridge, we have strengthened teamwork with the University Health and Social Services Networks (RUISSSs) through meetings with their CEOs and General Managers. This was an opportunity to communicate and reinforce our orientations and to maintain our links with the health and social services sectors. Furthermore, we continue our statutory meetings with the Research and Internal Coordination and the Quality departments of the MSSS to share our work and understand the ministry's priorities.

In 2023-2024, we also engaged in public discourse. We cannot overlook the participation of Catherine Wilhelmy, patient partner co-director of our unit and co-leader for the community of patient partners EXPÉRIENCES, in the transition committee which has the important mandate of preparing the merger at Santé Québec. We also highlight our interventions in parliamentary commission, our involvement in two projects of Bill 15 on improving the healthcare system (User experience and quality of care and services and Research, teaching, innovation, and philanthropy) and the submission of a brief.

All of this is just a glimpse of the colossal work accomplished. Dive into the knowledge and achievements in this activity report. Enjoy the report!

**Catherine Wilhelmy**

Patient Partner Comanagement



**Antoine Groulx**

Scientific Comanagement



**Rénaud Breton**

Administrative Services Management





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Chief Executive Officer  
General Manager

**RUISSS**

Réseaux universitaires de santé et de services sociaux  
(University Health and Social Services Networks)



# 2023-2024 Priorities



Annual planning with  
priority themes of  
projects



Training on how to communicate  
clearly and adapt communications  
to the appropriate literacy level +



CREM Expertise



Certification in patient-  
centered research



Event on effective strategies for  
implementing innovations in health +





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CREMs: Clinician-reported experience  
measures



# Governance

## 2023-2024 Highlights

- Setting up a virtual control room
  - Developing a strategic plan for 2024-2026
  - Writing the CIHR annual report 2022-2023
  - Producing the annual financial report 2022-2023
  - Developing new tools in project management
  - Consolidation of the calendar of recurring activities and individual dashboards
  - Implementation of prioritized internal projects within the framework of planning for organizational health
  - Inclusion of the capacity building component for the executive team of the Unit
- 
- 



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# The Unit in numbers

## The team

As of March 31, 2024

10

Patient partners

8

Members of the CQI team

13

Members of the steering committee

62

Members of the management assembly



37

Scientists

17

Coordinators and members of the executive team

30

Members of the annual cohort of scholarship holders

200

Members of the provincial partnership community EXPÉRIENCES



+ BUDGET

+ WEB





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## **CQI: Continuous Quality Improvement**



# expériences

communauté provinciale du partenariat



## Patient partnership

Patients partners of the EXPÉRIENCES community are involved in numerous research areas across nearly 70 provincial, national, and international organizations.

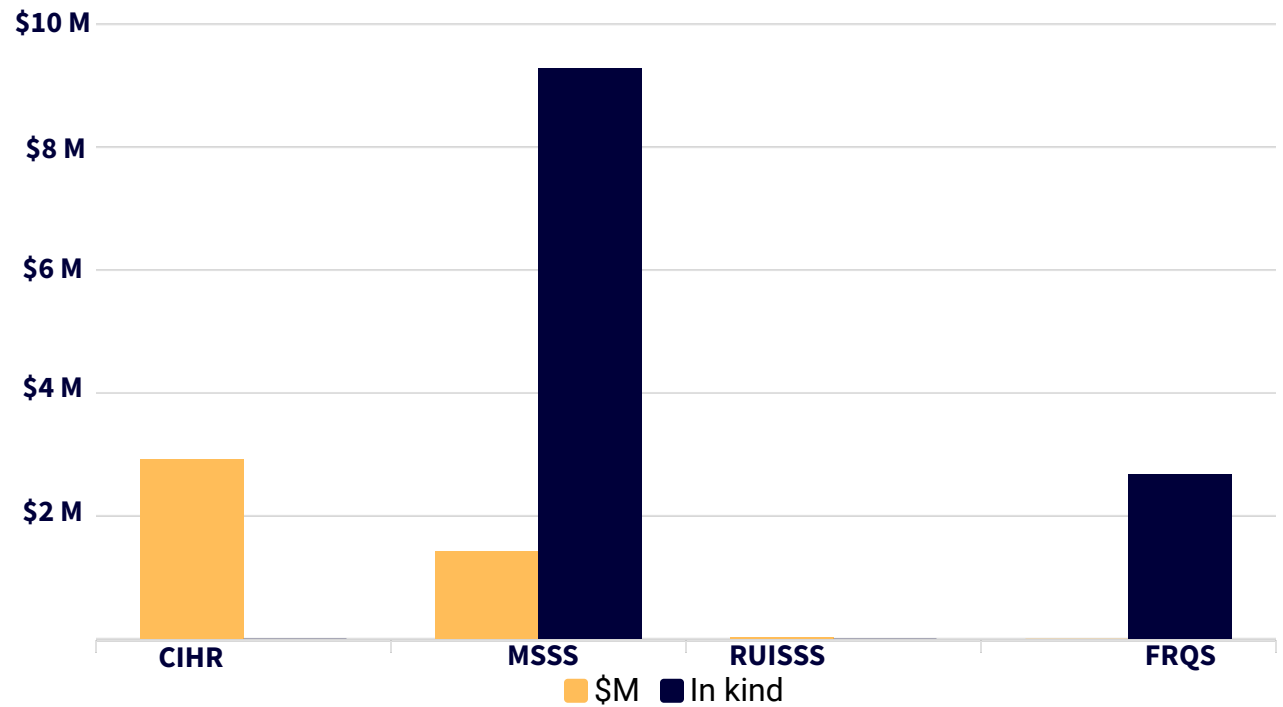
# The Unit in numbers

**\$16,311,391**

in cash and in kind

# Budget

2023-2024





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# The Unit in numbers

# On the web

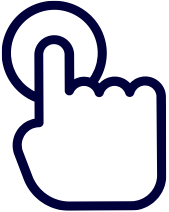
Annual gains | 2023-2024



**217** newsletter subscriptions

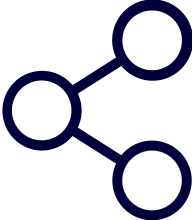


**27 702** video views



**20 540** unique visits to the website

**1025** social media subscriptions



**1000** registrations for the Unit's training



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**957 the previous year**



## Registrations for the training

- 200 new registrations in the Unit's learning platform 
- 800 registrations for the training Communicate Clearly and Simply 



**21 234 the previous year**



**316 the previous year**



**20,647 the previous year**

# The Unit in numbers

## Support requests

2023-2024



93

+



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**9**  
**(9 %)**



**15**  
**(16 %)**



**24**  
**(26 %)**



**Autres**

**24**

**(26 %)**



**21**  
**(23 %)**

Make a request



In 2023-2024, the Unit's portal received 93 support requests. As part of their Lean training, two resources from the Unit undertook a continuous improvement project on the portal. The results of this approach allowed for:

- clear communication of a service offer
- redesign of the request form
- creation of a workflow optimization process to respond to requests

## LHS Portal

The Unit's portal allows to submit a support request online. To carry out projects

- in partnership
- that take into account evidence-based data from science
- that help the healthcare system become a learning entity

This year, the arrival of Indigenous partner circles has sparked interest and generated new requests on the portal.



# Targeted Grants

## Program for improving trajectories in the four RUISSSs of Quebec

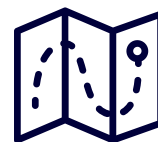
We have rallied partners and facilitated the pooling of strengths and expertise of the Quebec health and social services network in relation to the priorities of the MSSS. In 2023-2024, the scientific management of the Unit conducted a strategic and tactical tour with the CEOs and GMs of the RUISSS.



### Ongoing programs

The Unit continued its participation in ongoing targeted grants with the MSSS and the FRQS

- **Major neurocognitive disorders** +
- **Open space** +



### 1 pathway / RUISSS

In partnership with the RUISSSS, the Unit has launched the PATIenTS program aimed at improving a pathway in each of the RUISSS in Quebec +



Programme PATIenTS  
Partenariats d'Amélioration de  
Trajectoires de vie et d'Innovation en  
Transition vers la Santé durable



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**MSSS:** Ministère de la Santé et des Services sociaux  
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### **MSSS**

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Chief Executive Officer  
General Manager

### **RUISSS**

Réseaux universitaires de santé et de services  
sociaux (University Health and Social  
Services Networks)



**RUISSS:** Réseaux universitaires de santé et de services sociaux (University Health and Social Services Networks)

**PATIENTS:** Partenariats d'Amélioration de Trajectoires de vie et d'Innovation en Transition vers la Santé durable (Life Trajectory Improvement and Innovation Partnerships in Transition to Sustainable Health)



## Aire ouverte: La recherche évaluative en soutien à une amélioration continue des services offerts aux jeunes du Québec et à des organisations apprenantes

Un programme déployé par le **Fonds de recherche du Québec – Santé (FRQS)**, en partenariat avec le **ministère de la Santé et des Services sociaux du Québec (MSSS)**, la **Fondation Graham Boeckh (FGB)** et en collaboration avec l'**Unité de soutien au système de santé apprenant (SSA) Québec**.

### Le 11 janvier 2024, un refinancement a été annoncé:

- 6 M\$ sur une période de cinq ans, frais indirects de recherche inclus.

### À quoi serviront les fonds?

- Faire de la recherche partenariale avec les jeunes et les actrices et acteurs du réseau de la santé et des services sociaux.
- Permettre l'évaluation du programme Aire ouverte et le suivi de sa mise en œuvre partout dans la province.
- Favoriser la production des connaissances permettant à Aire ouverte de s'améliorer de façon continue et de s'inscrire dans une perspective de système de santé apprenant.



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## MND Living labs

We have continued the targeted grant program aimed at facilitating the transitions and pathways of individuals living with a major neurocognitive disorder (MND) and their loved ones. Here are the 4 improvement projects supported by the Unit:

- Development, implementation, and evaluation of a user-driven continuous improvement program targeting the care transitions experienced by seniors living with a major neurocognitive disorder and their caregivers, Patrick Archambault, Laval University
- Digital health and care pathways and services for individuals living with a major neurocognitive disorder and their caregivers: A participatory and multi-stakeholder approach for adapted and integrated telehealth, Olivier Beauchet, Université de Montréal
- Promoting collaboration among specialized outpatient geriatric services for better complementarity and continuity in the trajectory of individuals living with a major neurocognitive disorder and their loved ones, Véronique Provencher, Université de Sherbrooke
- Living laboratory on transitions (Transilab Laval-ROSA) for individuals living with a major neurocognitive disorder, Isabelle Vedel, McGill University



Programme PATients  
Partenariats d'Amélioration de  
Trajectoires de vie et d'Innovation en  
Transition vers la Santé durable

# PATients Program

4 concrete projects to improve life trajectories in Quebec

We co-constructed this program with our SSA-RUISSS teams, the RUISSSs, and health establishments to meet the needs of the environments. The program generates interest at the local level (RUISSSs, CIUSSSs, Universities), provincial level (MSSS, ACFAS), and international level (ICCH, NAPCRG, Summer Management School in France).

- Improve a life trajectory according to the needs and priorities of the concerned territorial network
- Improve elements of the quintuple objective for each trajectory by applying a methodology of improvement following several steps based on the SSA model



2023



2024



2025+





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Programme PATienTS  
Partenariats d'Amélioration de  
Trajectoires de vie et d'Innovation en  
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### **Vision for 2025+**

- Generating interest for improving life trajectories within a learning health system (LHS) perspective
- Enhancing the methodology and reproducing a revamped version of this program
  - More projects
  - Always with a strong partnership and detailed impact measurement



**LHS:** Learning Health System

**RUISSS:** University Networks of Health and Social Services

The **SSA-RUISSS** teams decentralize the expertise of the Unit by acting as branches of its scientific axes on the ground.

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### **As of March 31, 2023**

- The teams are almost complete
- The trajectories that need improvement have been identified (1 per RUISSS)
- The work plans have been submitted

# As of March 31, 2024



Programme PATIENTS  
Partenariats d'Amélioration de  
Trajectoires de vie et d'Innovation en  
Transition vers la Santé durable

All teams have:

- Identified the trajectory to improve in collaboration with the RUISSSSs
- Mapped the actual and theoretical trajectory
- Identified gaps and possible improvements based on field data
- Made various progress that varies depending on the projects

## + IMPACTS AND LESSONS



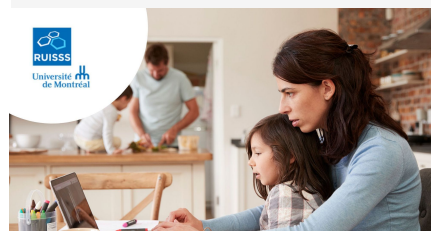
**Improving a care trajectory related to respiratory infections**

RUISSSS McGill



**Improving the trajectory for people without a family doctor going through the Guichet d'accès à la première ligne (GAP)**

RUISSSS  
Université de Montréal



**Improving practices and the trajectory of services for people with common mental disorders in primary care**

RUISSSS  
UNIVERSITÉ DE  
SHERBROOKE



**Improving the trajectory of seniors in the transition from home to residential care**

RUISSSSUL  
CENTRE DE SANTÉ DURABLE





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## As of March 31, 2024

### Impacts

- **Partnership:** the PATIenTS program facilitates a connection between research and practice. The trajectories were identified in consultation with clinical partners and patients.
- **Action research with and for patients:** patient partners significantly contribute to the realization of projects. Among these individuals, some take on the role of trainer for other patients.
- **Visibility:** the program has generated a lot of interest. Our researchers have had several presentation opportunities at local, provincial, and international levels.
- **Capacity building:** young LHS leaders participate in the realization of projects. One project is notably led by a young researcher at the start of her career.
- **Dialogue with decision-makers:** the progress of the various projects has been presented to the different clinical directions of the Ministry of Health and Social Services, which follow the projects with great interest.

### Lessons learned

- The preparation and implementation phase of the various partnerships with the communities took longer than anticipated. This demonstrates the importance of taking the time to create meaningful connections that will impact the overall progress of the project.
- Co-construction is less known in clinical settings: it needs to be promoted.
- These projects are part of a project management approach that is not traditional in research, requiring constant adaptation and frequently stepping out of one's comfort zone, particularly regarding the accountability required.





**RUISSS**

Réseaux universitaires de santé et de services sociaux  
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# Pan-Canadian Projects



**Other SPOR Units  
and Entities**




**SPOR Communities  
of Practice**



**Again this year, we have worked closely with the SPOR units and networks to share experiences, expertise, and best practices and to support projects aimed at improving clinical and organizational practices.**

**We are making considerable efforts to translate the majority of the content we publish.**

We have actively participated in the update of the SRAP. 



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## **ONTARIO SPOR SUPPORT UNIT**

We have collaborated and continue to collaborate with the Ontario Unit. We visited the Institute for Better Health and had other meetings to continue our collaboration.





The Unit collaborates with other SPOR units by participating in various communities of practice:

- Communication
- Learning Health System
- Patient Partnership
- Capacity Building
- Council of SPOR Support Units



**BC SUPPORT Unit**  
Advancing Patient-Oriented Research

### **BC SUPPORT Unit**

Our Data to knowledge and Partnership axls collaborated with colleagues from British Columbia on the interactive roadmap for patient engagement in research and on its translation into French.



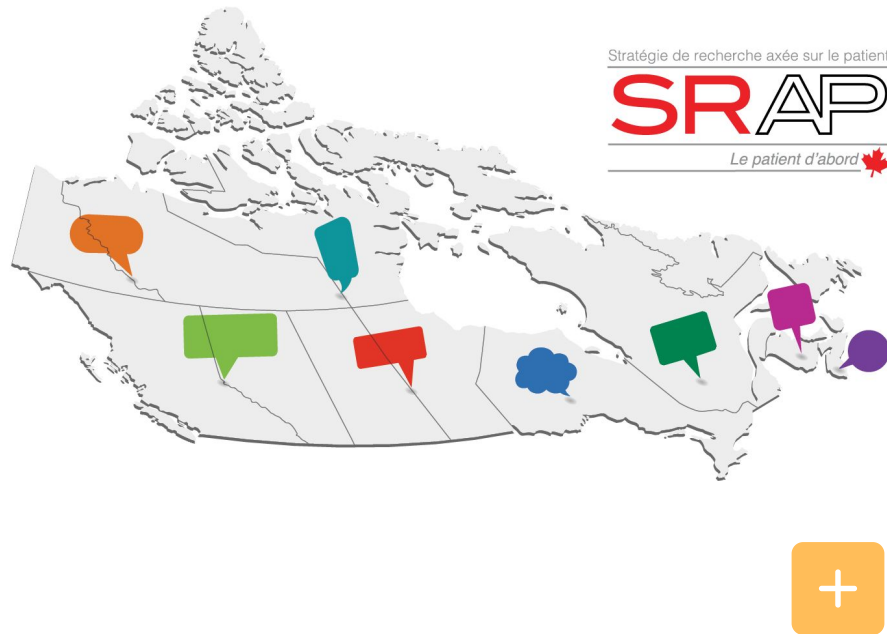


## NEWFOUNDLAND AND LABRADOR SUPPORT UNIT

The Data to knowledge axis collaborates with the Newfoundland and Labrador Unit on the project regarding **Clinician Reported Experience Measures**. In this project, the experience of frontline clinical staff is studied in various ways:

- 1 systematic review of validated measurement instruments
- 2 primary studies on the perspectives of patients and clinicians
- 1 scoping review of the qualitative literature to inform the development and adaptation of the instruments listed in the systematic review


The next steps will lead to the development of a repository of instruments and literature, as well as infographics of the perspectives of clinical staff and patients.



The update process, led by the CIHR and their partners, aimed to provide patients, individuals with lived experience, Indigenous populations, the research community, policymakers, decision-makers, and healthcare professionals the opportunity to participate in a reflection on the future of the Strategy for Patient-Oriented Research (SPOR).

The exercise concluded on March 31, 2024.



Colleagues from the Unit are participating in the network event on Canada's health data titled "Health Data for Everyone: Gaining Trust Through Transparency." A patient partner from the Data Management axis led a guided discussion on the priorities and obstacles to health research requiring a large volume of data. 



- Our Partnership axis and a patient partner from the EXPÉRIENCES community collaborated with the SPOR National Patient Engagement Community of Practice (SPENCOP), the SPOR SUPPORT Unit Council (SSUC), and Passerelle, to conduct a consultation exercise on the mobilization of the toolkit for patient-centered research developed by Passerelle. This toolkit contains more than 100 tools that need to be sorted and organized so that they can be used by everyone.
- Following the networking activity and a day of symposium held at ACFAS, a collaboration between the Réseau-1 Québec, our unit, and Passerelle led to the drafting of a series of recommendations aimed at improving the training and impact pathway for emerging researchers.
- We launched a call for collaboration to all recipients of a SPOR grant and met with some researchers who were not familiar with the Unit, who expressed a lot of interest in our activities and who wish to continue or develop their collaborations within the framework of the SPOR philosophy.





**SPOR**

Strategy for patient-oriented research



With the **CHILD-BRIGHT** network, we collaborated on the design of the stakeholder engagement indicator framework developed from an analysis of 69 POR frameworks. This was presented at the congress of the Canadian Association for Research on Services and Policy in Health.



# Achievements

2023-2024



**Consultation**



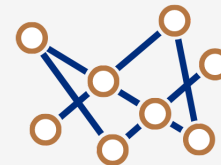
**Tools**



**Facilitation**



**Training**



**Networking**





# Acronyms



**ACFAS** Founded in 1923 under the name Canadian-French Association for the Advancement of Sciences. Since 2019, the Association is simply called Acfas.

**CQI** Continuous quality improvement

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**LHS** Learning health system

**MND** Major neurocognitive disorder



# Achievements

Tools

Mapping the life course with illness in partnership | **methodological guide** (in French) +

Provincial Community of Partnership EXPERIENCES | **Membership Form** (in French) +

Colorectal cancer screening | **decision aid** +

Integration of digital health data | **test phase of the MEDomicsLab platform** +

SUCCEED Guidelines for Scaling Health Intervention Studies | **Systematic Review** +

Scaling up a health innovation, economic considerations | **glossary and methodological guide** (in French) +

Measurement tools for indicators of patient-reported experience in primary care (PREMs) | **directory** (in French) +

PADA | **digital platform to develop decision aids** +

**Patient Partnership | Public Webinar Series** (in French) +

Action plan for a LHS in Quebec | **infographic** +

Living with illness and care | **EXPÉRIENCES magazine** (bilingual) +

Scientific watch on the LHS | monthly newsletter +

13-MD to measure overall health-related quality of life | **translation of the measurement tool** +

+ [consult the toolbox](#)





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## LHS scientific watch

A monitoring newsletter presents the latest scientific articles, tools, and training to activate the learning health system.

**Subscribe**





# Integration of digital health data



## Challenge

A source of data with high potential to facilitate operational decision-making processes remains underutilized. This refers to data reported by patients that informs about their health status (PROMs) and their care experience (PREMs).

## Objective

The main objective of the project is to improve the efficiency of processes and professional practices of care teams by creating a digital platform for the collection, visualization, analysis, and modeling of PROMs and PREMs data, while also allowing it to be linked to other types of health data.

We are working on an integrative modeling of heterogeneous data in medicine through the MEDomicsLab platform. The platform allows clinicians and IT professionals to work together throughout the process of developing predictive models for personalized care. The preliminary version has enabled the implementation of the testing phase of the platform.





# Achievements

Skills development, training, and mentoring

## Mentoring

FRQ Scholarship Cohort [+](#)

Quarterly Lunch Talks of the TorSaDE Cohort Community

## Training

Training Catalogue [+](#)

Communicate Clearly and Simply [+](#)

## Skills Development

Capsules 'Research Differently' with Young Leading Researchers in SSA [+](#)

[+ consult the toolbox](#)



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## Cohort of FRQ scholarship holders

Every year, a cohort benefits from the support of the Unit as part of the Complementary Training and Capacity Building Program for FRQ scholarship holders focused on patient-oriented research, the learning health system, care pathways, and the quintuple aim, in partnership with the three research funds of Quebec.

The scholarships offered in partnership with the Unit allow grant holders to enhance their skills, improve their career trajectory, network, and work interdisciplinarily.

In 2023-2024:

- 1 scientific event (Activate the Quebec LHS Conference)
- Private practice community launched on LinkedIn
- Lunch conferences
- Development scholarships
- Personalized support plans



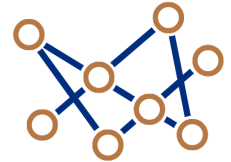
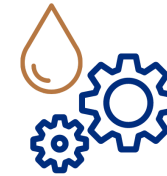
[Learn more about the scholarship program of the Unit](#)

[Discover our expertise in skills development, training, and mentoring](#)

[Learn more about the annual scholarship recipient day.](#)

# Achievements

Consultation, facilitation, and networking



Indigenous Circles 

Quebec Health Transition Committee 

Parliamentary Commission on Bill 15 

Research Community of the TorSaDE Data Cohort 

Acfas Congress: Co-development of Decision Support Tools 

Consultations on Ethical Issues in Research 

Contribution to the INNOVATION QUÉBEC Book 

Event 'Activating the Quebec Learning Health System: From Theory to Practice' 

Events on Patient Partnership 

Event on Scaling Innovations in Health and Social Services 

Midday Webinars of the Equity, Diversity, Inclusion, and Gender-Based Analysis Subcommittee

Data Sharing in Research 

Ministerial CQI mandate 

 [consult the toolbox](#)



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# expériences

communauté provinciale du partenariat



## Patient partnership

Patient partners of the community of practice EXPÉRIENCES

- participated in national strategic tables, namely the SPENCOP community of practice, Patient Safety Alliance, and National Health Engagement Network
- contributed to national collective work on patient engagement, such as participation in the McMaster Health Forum
- participated in the co-development of the Health Equity Framework of Health Excellence Canada

The scientific-patient co-leadership of the Unit participated in the very first episode of the podcast from the Complaints Assistance and Support Center (CAAP) Mauricie – Centre-du-Québec (in French) 



## **Consultations on ethical issues in research**

We continued the consultation with patients, professionals, and decision-makers to identify the issues of ethical evaluations in participatory and evolving research projects such as living labs and projects aimed at improving care and service pathways.

**Why? These consultations will allow us to make recommendations to facilitate the ethical process of certain projects while considering the importance of this process.**



## **Data sharing in research**

The Unit is engaged in promising discussions surrounding data sharing for research with the Ministry of Health and Social Services.



## Santé Québec Transition Committee

The Unit is involved in the creation of Santé Québec at several levels, notably with the participation of its patient partner co-director, Catherine Wilhelmy, within the committee responsible for deployment.





## Indigenous circles



A process has been established to allow members of the scientific community to collaborate with the two circles of Indigenous partners.

Four requests have been received. Our expertise in Indigenous health offers internal workshops on culturally safe research practices.

An annual Indigenous circles day took place to discuss cultural safety in care and training that will be offered to the Unit.



## TorSaDE Cohort

The TORSaDE cohort forms a research community, led by Anaïs Lacasse, which consists of 12 teams, 28 students, and 7 institutions.

During the year,

- 12 access requests were made
- 25 scientific articles were written





## Bill 15

The scientific co-director and the partner patient co-director of the Unit participated in the session of the Parliamentary Commission on Bill 15.

The Unit also submitted a brief on this matter.



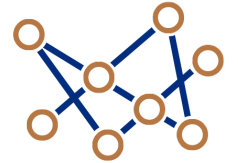
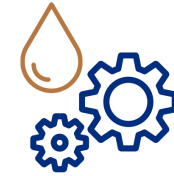


## **Scaling Health and Social Services Innovations**

On March 27 and 28, 2024, the Change Management Axis (HEC Branch) held a gathering event on strategies for scaling health and social services innovations. The program addressed the challenges and levers to move from experimentation to deployment and scaling.

# Achievements

Consultation, facilitation, and networking



## CQI Ministerial Mandate

Hiring of 2 regional CQI agents

CQI event on patient partnership | 88 people present [+](#)

CQI service offer / facilitation for family medicine groups | 33 supported projects [+](#)

Development program for practice facilitators

Revitalization of the CQI community of practice

Creation of a directory of CQI initiatives

Position statement on CQI [+](#)

CoMPAS+ [+](#)

Tour and consultation of family medicine groups [+](#)

[+ Learn more about CQI](#)





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**CQI**

Continuous Quality Improvement



## Day on the ACQ

On May 25, 2023, the first annual day was held, bringing together members of the CQI community of practice.

- Theme: patient partnership
- Number of attendees: 88



**What is continuous quality improvement (CQI) in health and social services? What are its impacts? How to implement CQI approaches? The Position Statement on CQI addresses these questions and offers concrete recommendations.**

## Position statement on CQI



The publication of the Position Statement on Continuous Quality Improvement (CQI) is part of a series of structuring and deployment efforts of CQI led by the **Ministry of Health and Social Services** (MSSS) in which the Unit plays an active and essential role.

The Statement aims to contribute to the development of a common understanding of CQI and to concretely support the improvement of practices within the Quebec health and social services network. We argue in this document that **CQI is a concrete means of connecting science to practice**. In this sense, it presents the current state of knowledge in CQI, recommendations based on best practices, and feedback tools that facilitate the implementation of CQI initiatives.

An innovative methodology bringing together field experts, patient partners, and scientific literature was used. More than fifty individuals from different backgrounds and environments participated in the discussions leading to the drafting. These discussions were coordinated by a research professional and two patient partners. The document also relies on a literature review. **The recommendations are organized around five themes** that emerged from the discussions and are supported by evidence:

1. Implementation of CQI initiatives
2. The attitude and skills of stakeholders in CQI
3. Partnership in CQI
4. The roles of decision-makers and governmental bodies in CQI
5. Access to and use of data and indicators in CQI

We enthusiastically welcome the response from the MSSS, which mentioned its intention to apply all of these recommendations.



## **Tour and consultation of family medicine groups (FMGs)**

A new ministerial project to support family medicine groups (FMGs) in becoming learners has emerged.

The mandated team conducted consultations and visits to draft major guidelines to support FMGs in adopting a learning culture. This was done based on:

- A literature review
- The assessment questionnaire of the level of preparedness for the learning health system of family medicine groups in Quebec developed last year.

# CoMPAS



Collectif pour les meilleures  
pratiques et l'amélioration  
des soins et services

## CoMPAS+

The CoMPAS+ project continues with conviction after the first year thanks to the clarification of roles and responsibilities in collaboration with INESSS and MSSS, for the advancement of continuous quality improvement in primary care in Quebec.

In 2023-2024, the launch of a CoMPAS+ on COPD learning collaborative took place.





# 8 objectives

2024-2026 Planning

- 1 Develop an innovative methodology or methodologies** to capture priority needs and thus enable the start of the learning cycle
- 2 Have mechanisms facilitating the smooth and effective use of data** to rely on usable data and enable the realization of LHS projects



**Have efficient and innovative tools adapted to:**



- 3** management of a large-scale LHS regarding governance in a project-based LHS approach
- 4** management of a large-scale LHS regarding project management methodology
- 5** learning health system regarding project implementation
- 6** management of a large-scale LHS regarding the mobilization of different stakeholders, notably clinicians in the realization of LHS projects
- 7** work on defining and recognizing competencies in a LHS
- 8** learning health system regarding the measurement of achieving the quintuple objective and impacts



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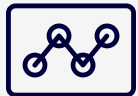
# Projects in focus

2024-2025



## Position statement on partnership

This document will include recommendations aimed at seizing the opportunity to strengthen the partnership with the current transformation of the Quebec healthcare system.



## PREMs Coreset

Creation of a set of patient-reported measures related to the care experience.



## Developing resilience

A guide will be created to support those working in health and social services in developing their resilience, to promote their well-being and enhance their ability to bounce back during painful life events.



## PATientS Program: continuation

The Unit will continue the four projects of the PATientS program, complete the improvement cycles, measure the impact in relation to the quintuple aim, replicate the improvement, and develop a scaling plan.



## Digital patient portal

The Unit will develop a toolkit to configure and facilitate the adoption of patient portals, artificial intelligence-based chatbots, and patient-reported outcome measures (PROMs) in the treatment of diverse and vulnerable patient populations.



## Learning

### FMG

The Unit has launched a project to develop guidelines that could support family medicine groups in adopting a culture of reflexivity and continuous quality improvement focused on the quintuple aim.



## Provincial directory of partnership resources

The Unit will finalize the creation of a common, accessible, and iterative directory of infrastructures / expertise hubs / groups / partnership communities in Quebec.





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**FMG**

Family Medicine Group



## **PATIENTS**

Partenariats d'Amélioration de Trajectoires de vie et d'Innovation en Transition vers la Santé durable (Life Trajectory Improvement and Innovation Partnerships in Transition to Sustainable Health)



**PREMs**

Patient reported experience measures

# Multimedia content

2023-2024



▶ Longueuil, a learning city: interview with Catherine Fournier, mayor



▶ Conference 'Activating the Quebec Learning Health System: from theory to practice': replay



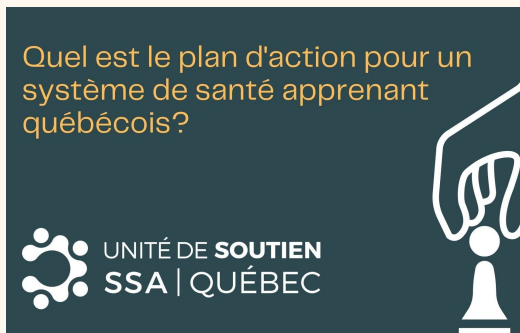
▶ Caring with peers in a health team: a video (in French)



Bill 15:  
+ memorandum (in French)  
+ 4 alternative definitions campaign (in French)



▶ Webinar series on the patient partnership 'Midday Experiences'



+ Action plan: how to activate Quebec's learning health system?



▶ How do you conduct research differently? 5 interviews (in French)

## Articles

- + What are neurocognitive disorders?
- + The concept of learning organizations
- + What is a living lab?
- + Hosting a webinar: an infographic on best practices (in French)

## Infographics Research in brief with TorSaDE (in French)

- + Disadvantage of the neighborhood and health status
- + Disadvantage of the neighborhood and obesity
- + Care trajectory for people living with arthritis





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# Partners

Thank you also to our collaborators 



Instituts de recherche en santé du Canada

Canadian Institutes of Health Research

Stratégie de recherche axée sur le patient



Le patient d'abord 



# Thank you!

We warmly thank the members of our team 

**Together,**

We mobilize **knowledge** and facilitate its use on the ground.

We support projects aimed at improving patient **pathways** and continuous quality improvement.

We offer a **toolbox**, a training program, and a consulting service.





### **Axis**

- Partnership
- Capacity building
- Data management
- Data to knowledge
- Change management (HEC and Laval University branches)
- Executive team (mobilization teams and CQI)
- Coordination committees, director and scientific
- Management assembly
- Provincial community of the partnership EXPÉRIENCES and indigenous partner circles
- Administrative and scientific directions

### **SSA-RUISSS Teams**

- Université Laval
- McGill University
- Université de Montréal
- Université de Sherbrooke



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### **Axes**

- Partenariat
- Renforcement des capacités
- Gestion des données
- Valorisation des données
- Gestion de changement

### **Équipes SSA-RUISSS**

- Université Laval
- Université McGill
- Université de Montréal
- Université de Sherbrooke

- Équipe exécutive
- Comités coordination, directeur et scientifique
- Assemblée de gestion
- Communauté de patient(e)s partenaires  
Expériences et cercles autochtones
- Directions administrative et scientifique

**+ INFO**



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