

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

May 9, 2024

OVERVIEW

The Humber River Family Health Team is working to improve the quality of care we provide with a focus on the patient and provider experience of care, access, equity, and patient safety. In 2023-2024 we are leveraging technology and have initiated online booking using OCEAN, check in kiosks, secure patient-messaging, tablets provided at each site to for patient after-visit surveys, EMR changes allow us to collect data on gender-identity and we have been able to utilize a tool to search for chronic non-cancer pain patients who have been prescribed an opioid to ensure the latest guidelines are followed where appropriate. The Humber River Hospital has had all our medical doctors complete anti-Black racism education and we are seeking to ensure our entire staff complement is able to complete this module or one like it. We plan to look at access and flow both by the traditional third-next-available metric but also by improving acute care access without Nurse Practitioner staff complement. This year we are also looking closely at our patient population data to better tailor our programming to the needs of our communities.

ACCESS AND FLOW

This year we will return to monthly checks of our third-next-available appointment for all providers with a goal to improve access to acute care. Briefly, we intend to check the third next available appointment and record this for each provider, with a goal of averaging no more than 1-2 days. Our EMR was changed in 2023 from multiple instances of Indivicare to one large multi-site instance of OSCARPRO. This will allow us to more readily pull data for all providers. Our FHT pharmacist is available for same-day visits for specific minor ailments as well and nurses are also available for some same-day urgent care triage. We are also completing our strategic plan and looking at ways to improve Nurse Practitioner access for acute care.

ADMINISTRATIVE BURDEN

Getting access to a new EMR in 2023, including OCEAN services has allowed us to move toward online booking and secure patient-messaging. In addition, our FHT staff use shadow billing codes to track their activities. The library of such codes is expanding to better track our key performance indicators. Medical doctors are encouraged to complete documents such as ODSP and Disability tax credit forms online where possible to reduce the paperwork burden. We are also looking at how we can best utilize our local SCOPE+ program to optimize how system navigation related paperwork gets completed.

EQUITY AND INDIGENOUS HEALTH

Equity is going to be a key focus of our new strategic plan. As such, we plan to regularly record gender identity in the EMR (as this was previously not possible) and we plan to add questions about ethnic, geographic, and cultural origins to our patient survey using our tablets so we can better understand the needs of the patients. This baseline data will be essential for future quality improvement endeavours in pursuit of health care equity for our patients. As noted above, the Humber River Hospital has had all our medical doctors complete anti-Black racism education and we are seeking to ensure our entire staff complement is able to complete this module or one like it.

PATIENT/CLIENT/RESIDENT EXPERIENCE

As noted previously, we will regularly be offering patients tablets to complete a patient experience-of-care survey after their visits. We maintain high performance among our providers but if we see a dip, the regular measurement should allow us to identify gaps and make plans to address them. We are hopeful that the convenience of a check-in kiosk, online booking, and an updated website will improve the patient experience of care as well.

PROVIDER EXPERIENCE

Provider experience will be assessed via staff surveys. It is hoped that leveraging digital tools, minimizing administrative burden, tailoring our programs to the community, and engaging both with the clinics and community partners will improve patient/client engagement and enhance the provider experience of care.

SAFETY

Our board has recently reviewed the patient incident policy but would benefit from reviewing the patient safety and incident management toolkit to improve this as well. Our health and safety committee has made great strides in 2023-2024 including updating our evacuation policy.

POPULATION HEALTH APPROACH

We utilize the primary care practice report to address population-wide patient safety matters such as antibiotic prescribing, opioid prescriptions and cancer screenings. Many of our providers use the Cancer Care Ontario screening activity report to optimize our screening rates, however 2023-2024 offers an opportunity to more systematically use this tool to improve the health of our patient population.

SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan on **March 31, 2024**

Paul Frydrych, Board Chair

Paul Frydrych, Quality Committee Chair or delegate

Diana Santos, Executive Director/Administrative Lead

Other leadership as appropriate
