

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 13, 2020

OVERVIEW

2019-20 was another significant year for Waterloo Region Nurse Practitioner Led Clinic (WRNPLC). While continuing to provide quality, cost effective, team based primary care to a roster of over 5000 patients we successfully transitioned to a new Electronic Medical Record and implemented a number of additional electronic solutions.

We continue to provide exceptional care to those who have had difficulty navigating through more traditional models of primary health care. By providing evening hours, conducting home visits, providing services on site such as foot care and spirometry, and by partnering with local agencies, we are able to provide services to patients who often face barriers to accessing whole person care. Despite the great work that we do, there are still over 4000 people in this region without access to primary care. We will continue to work with our funders to explore strategies in order to provide more services and extend our reach.

As we move into our second year of the Rapid Access Addictions Clinic (RAAC) in partnership with House of Friendship and Stonehenge, it has proven to be a service that was much needed in our community. This clinic is filled to capacity most days and we have been able to take on a number of clients in need of primary care. In June of 2019, this partnership was selected to present at the Alliance for Healthier Communities Conference in Ottawa. WRNPLC has paved the way for future NP-led addictions medicine clinics across the province.

WRNPLC serves the two communities of Kitchener and Cambridge. As result, we are participants in two Ontario Health Team (OHT) projects; the Cambridge and North Dumfries (CND) OHT which has been approved, and The KW4 project which hopes to have

approval by mid 2020.

2020-21 will be an exciting year for WRNPLC as we move forward in the OHT process, further explore innovative ways to increase patient access through technology, strengthen partnerships and community connections and continue to provide the high level of care our patients and partners have come to expect.

DESCRIBE YOUR ORGANIZATION'S GREATEST QI ACHIEVEMENT FROM THE PAST YEAR

By far, our greatest QI achievement of the past year was one that started out as a simple transition from one EMR to another and then snowballed into a foundation for supporting our quality work for the coming years.

We transitioned from Nightingale EMR to Practice Solutions in May of 2019. This transition required data accuracy verification and updates to patient data including demographics, diagnosis codes and problem and medication lists. It created the opportunity to develop and implement standard charting formats known as "stamps", thus facilitating accurate charting and clearer communication between covering providers. We worked with our Quality Improvement Information Management Specialist (QIIMS) to ensure consistency in coding within the clinic (ENCODE-FM) and to develop an encounter form that is the basis for both work loading and the foundation for clinical audits. In August 2019 we

connected to the Ocean platform which meant access to Ereferral with it's embedded tracking tools and expedited referral process. Patients now use Ocean tablets to self register, ensuring accuracy of demographics and to complete self assessment forms for everything from child development to COPD risk and mental health status. With this new EMR, we are now able to send prescriptions, referrals and letters electronically which has minimized the use of paper (which supports our environmental responsibilities) and has increased efficiencies.

WRNPLC continues to be a respected and desired partner in the Region. Our RAAC collaboration continues into its second year providing addictions medicine support followed by effective transitions back to primary care. Several RAAC users without access to primary care have become patients of WRNPLC providing them with continuity of care.

Community psychiatry is on site at WRNPLC Cambridge once per week providing mental health support to our patients and education and clinical rounds for our team.

Healthlinks Health Guide is on site at WRNPLC twice weekly. Providing support to patients through system navigation, form completion, housing, food and outreach.

WRNPLC continues to participate in the Cambridge Collaborative QIP. This unique collaborative project began two years ago and focuses on mental health and med reconciliation.

WRNPLC is active in two Ontario Health Teams (OHTs):

1. Cambridge and North Dumfries (CND), consisting of 31 signatories, has been approved. This OHT grew from Healthlinks of which WRNPLC is a member. WRNPLC staff and leadership are actively involved in planning groups including; transition planning, digital health and governance.

2. KW4 is in discovery and hoping to be approved this year. This OHT consists of 32 signatory partners and WRNPLC staff and leadership are actively involved in the Primary Care Council and other planning groups.

COLLABORATION AND INTEGRATION

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

WRNPLC focuses on the needs of our community and our clients. Our patient experience survey gives our clients an opportunity to share their experiences with us and helps shape the way we provide care. All survey feedback is reported on, discussed as a team and applied to our practice. An example of this is feedback from our most recent Patient Experience Survey; patients shared their struggles with reaching the clinic by phone during peak hours so the team implemented an email process that allowed us to confirm appointments and communicate other non-medical information to patients. Feedback is collected from all WRNPLC group participants and used in the design of all future programs.

In 2019-20, we reviewed and applied one Health Quality Ontario Standard to our practice in order to guide our QIP. These quality standards are developed in collaboration with patient, residents (or their care givers) with lived experience with these conditions. We focused on COPD which has been identified as a priority area within Ontario as well as within our own client population.

While designing the proposal for the Cambridge and North Dumfries OHT, a patient focus group was formed and a number of

our patients participated. This provided an opportunity to express their concerns, priorities and ideas when moving forward with health care transformation.

WRNPLC will make a deliberate effort to increase patient and client engagement in 2020-2021. The Quality Committee is committed to involving residents/patients in the design and implementation of our 2021-22 QIP. WRNPLC Board of Directors is exploring the opportunity for patient representation on the Board. In the spring of 2020, WRNPLC will host a patient focus group regarding Quality Initiatives.

WRNPLC has a very comprehensive problem resolution process. Patients who have concerns, are responded to immediately and directly by a member of the leadership team

WORKPLACE VIOLENCE PREVENTION

WRNPLC has policies in place to protect staff, patients and visitors to the clinic.

We reviewed our Workplace Violence and Harassment Policy in the fall of 2019 and all staff signed off on their acknowledgement. We annually review our Code of Conduct policy (February 2020), our Code White Policy (February 2020) and conduct regular testing of our exam room panic alarms. Client Code of Conduct is part of our intake package and is reviewed with each new client. The Board has approved a Conflict Resolution policy to ensure that the staff have a clear path when faced with safety concerns. We have strict policies and guidelines to ensure that staff are never alone during business hours and are free to communicate any safety concerns to the Leadership Team. The Occupational Health and Safety Committee meet bimonthly and Workplace Violence Prevention is a standing item on the agenda for discussion.

Safety of WRNPLC staff, clients and visitors is a priority for all of us.

ALTERNATE LEVEL OF CARE

WRNPLC has no direct involvement in ALC as our NPs do not admit or discharge patients from hospital. We do however, contribute by engaging our senior, socially isolated, and medically complex patients in anticipatory discussion regarding supportive living arrangements. We also ensure that our medically and socially complex clients have access to appropriate care by consistently applying a determinants of health approach to our work with them through our interprofessional team and community partners.

VIRTUAL CARE

NPs at WRNPLC utilize econsult regularly. This has proven to be a valuable tool particularly with Telederm and Psychiatry consultations. Wait time for both of these specialties is up to a year in our region. Using this platform has enabled providers to consult with a dermatologist or psychiatrist in only a few days.

Ereferral through the Ocean portal allows for referrals and accompanying documents to be sent electronically and received immediately. This portal provides an opportunity for direct communication between the referrer and referee which decreases wait times by minimizing the need for clarification or additional information by phone or fax.

WRNPLC developed an email policy and consent forms in 2019 to allow patients to electronically communicate non-urgent messages.

In 2020-21, we will continue to explore ways to modernize WRNPLC's approach to virtual care to further improve access for patients and enable our clinicians to better leverage virtual care to enhance their practice and better address our patients' needs.

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 _____

Board Chair

Quality Committee Chair or delegate

Executive Director/Administrative Lead

Other leadership as appropriate
