



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 14, 2024

OVERVIEW

To enhance the quality of our services, WRNPLC is committed to a comprehensive Quality Improvement Plan (QIP). Collaboration with two regional Ontario Health Teams (OHTs), KW4 and CND, remains a priority to ensure seamless integration and optimal patient care. We are actively working on expanding our roster across all sites. Our internal QIPs focus on enhancing operational efficiency and patient satisfaction. WRNPLC planned and implemented community pap clinics as part of our proactive approach to preventive care and commitment to community engagement. Despite challenges at our current Cambridge site, including health and safety structural issues and ministry-level delays jeopardizing our preferred location, we remain resilient. To address the surge in post-pandemic mental health concerns, we continue to leverage virtual care options. Additionally, our commitment to environmental sustainability is ongoing as we continue to integrate it into our quality and strategic initiatives.

Through these concerted efforts, we aim to deliver exceptional care while addressing systemic challenges and fostering a sustainable future for our organization and community.

WRNPLC has not received an Human Resource or Overhead budget increase in over 3 years and to overhead. We have proven our commitment to this work in the face of challenges to staff retention and morale stemming from inequitable wages.

Concerns regarding Human resource recruitment and retention in the primary care sector continues to be a strain due to no change in salary in over 3 years with hospital based settings salaries increasing retention of staff is a risk. The Ekler 2023 compensation report and action on recommendations is vital to continued excellence in care for the primary care sector.

ACCESS AND FLOW

Enhancing access and flow within our clinics is paramount in our Quality Improvement Plan (QIP) this year. Our focus remains on improving same-day availability to meet the evolving needs of our patients, while ensuring timely access to routine appointments. Now that we have been selected as the recipient of funding for the expansion of team based primary care EOI we will be busy hiring and training new staff to further meet the need for attaching patients to primary care. Working with our local OHT we are in the early stages of plans to attach high ER users to care as well as provide cervical cancer screening to those in our area who do not have primary care or appropriate access to their provider to complete this important preventive screening. We continue to Collaborate with local refugee centers and Health Care connect to address the healthcare needs of unattached newcomers, bolstering inclusivity and equitable access to care. Additionally, we continue to forge partnerships with the House of Friendship (HoF) in Nurse Practitioner (NP)-led Rapid Access Addiction Medicine (RAAM) clinics, ensuring that users without primary care access can be connected to our clinic. Our commitment to enhancing patient access is further demonstrated through initiatives like online appointment booking, patient email communication, and virtual appointments. Furthermore, we strive to offer a comprehensive range of specialized services including IUD insertion, spirometry, joint injections, foot care, venipuncture, and dermatologic procedures, catering to diverse patient needs under one roof. Through these initiatives, we aim to optimize access, streamline patient flow, and ultimately deliver high-quality, patient-centered care.

ADMINISTRATIVE BURDEN

WRNPLC recognizes the critical need to optimize efficiency and minimize non-clinical tasks in order to address the administrative burden on our clinicians. We've implemented various strategies to help alleviate this burden, including the introduction of online booking systems and the utilization of Ocean email and templates for streamlined communication. Our Superuser group diligently works on identifying and implementing enhancements, leveraging tools such as the I4C Dashboard to monitor and improve performance.

Embracing digital innovations, we've adopted eConsult and eReferral platforms, facilitating fast, seamless communication and referral processes. Moreover, we've explored AI solutions aimed at significantly reducing administrative workload for clinicians and increasing patient access, however, the substantial cost associated with these technologies remains a significant barrier to implementation. Nevertheless, our commitment to finding sustainable solutions persists as we strive to ensure that clinicians can focus more on patient care and less on administrative tasks.

EQUITY AND INDIGENOUS HEALTH

In our commitment to equity, our Quality Improvement Plan (QIP) prioritizes accessibility and inclusivity for all patients, particularly those from marginalized communities. While situated in areas with relatively low Indigenous populations, our close proximity to, and working relationship with, an Aboriginal health center ensures culturally sensitive care is readily available. We uphold our dedication to attaching unattached patients, ensuring our services remain accessible to all. The introduction of VOYCE translation, though financially challenging for us, underscores our commitment to language accessibility. We continue to advocate locally with the hopes that our funders will soon integrate translation services into all healthcare budgets. Collaborating with local refugee centers and community organizations, we've established pop-up cervical cancer screening clinics in underserved areas, providing translation services and childcare to those who need it to reduce barriers in accessing this care. Additionally, our efforts to collect socioeconomic data aim to identify areas for targeted education and intervention.

Through partnerships with Community Health Centers (CHCs) and the presence of multilingual team members, including Spanish, Romanian, Russian, Urdu, and French, we strive to foster a welcoming and inclusive healthcare environment for all individuals, regardless of background or circumstance.

We continue to provide a safe inclusive setting for LGBTQ2S+ patients with collaborative transgender care services. In the next year our staff plan to train further in TransCare to appropriately support this growing need.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Enhancing the patient, client, and resident experience is a fundamental aspect of our Quality Improvement Plan (QIP), and we actively seek feedback through various channels to continually refine and improve our services. Our patient experience survey, readily accessible on our website, serves as a valuable tool for gathering feedback from individuals accessing our care. Additionally, we engage with participating group members, such as those involved in Cognitive Behavioral Therapy (CBT) programs, to solicit firsthand insights into their experiences. Furthermore, we are exploring the possibility of establishing a dedicated patient focus or advisory group to amplify patient voices in decision-making processes. We also aim to ensure patient representation in Ontario Health Team (OHT) groups, fostering collaboration and ensuring that patient perspectives remain central to our strategic initiatives. Through these concerted efforts, we are committed to continuously improving the experiences of those we serve and fostering a patient-centered approach to care delivery.

PROVIDER EXPERIENCE

Addressing the provider experience is a critical focus for us as we navigate the post-pandemic landscape. Our staff has been under significant stress, exacerbated by the challenges brought on by the pandemic. While we are fortunate to have a relatively high staff retention rate, the lack of salary increases over the past three years poses a significant threat to retaining quality team members, especially considering the rising costs of living. To mitigate these challenges, we are exploring alternative incentives and support systems to ensure the well-being of our staff. Implementing a hybrid working model allows for flexibility and accommodates diverse needs, while dedicated time for team building and connection across our three sites fosters a sense of camaraderie and support. However, it is imperative to acknowledge that the expectation to achieve more with our diminishing same resources is not realistic, sustainable, or in the best interest of our patients. As such, advocating for adequate resources and support for our providers remains a priority as we strive to maintain a resilient and effective healthcare workforce.

SAFETY

Ensuring safety is paramount, with a multifaceted approach aimed at safeguarding both patients and staff. Our Joint Health and Safety committee convenes quarterly, facilitating collaboration and adherence to rigorous safety protocols. Two team members obtaining Joint Health and Safety certification further enhance our capacity to maintain a safe environment. Clinical consultations and staff education events serve to reinforce safety practices and promote a culture of vigilance. We face significant challenges in maintaining adequate Health and Safety standards at our Cambridge site and the Ministry of Health is cognizant of these issues and the associated risks. A comprehensive Incident Reporting procedure allows for timely identification and resolution of safety concerns. Weekly huddles at each site provide opportunities for proactive scheduling and debriefing on any emerging issues. Additionally, a patient code of conduct underscores our commitment to a safe environment, ensuring that all patients understand and adhere to respectful behavior towards our team. By prioritizing safety through these initiatives, we uphold our commitment to providing high-quality care in a secure and supportive environment.

POPULATION HEALTH APPROACH

Population health is a central focus of our work, emphasizing the importance of addressing social determinants of health and promoting holistic care for all individuals. We prioritize considering these determinants with every patient encounter, recognizing the profound impact they have on health outcomes. Our approach centers on whole-person care, acknowledging the collective factors that influence health status. To further inform our efforts, we are initiating the collection of socioeconomic data on new patients, enabling us to better understand their needs and tailor interventions accordingly. We understand that improving the health of our population requires a collaborative effort, and as members of two Ontario Health Teams, we actively collaborate with partners to identify areas for collective action. Through participation in pilot projects focusing on community mental health, addictions, health promotion, and cancer screening pop-up clinics, we work closely with healthcare partners and social service agencies to address broader health determinants. Our team-based approach to healthcare recognizes that improving health extends beyond clinical interventions, underscoring our commitment to holistic, consistent, and collaborative care delivery.

CONTACT INFORMATION/DESIGNATED LEAD

Leanne Terry, Administrative Lead

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
