

## **Quality Improvement Plan (QIP) Submission Summary 2025-26**

Each year, Health Quality Ontario (HQO) requires all provincially funded healthcare organizations to submit a Quality Improvement Plan (QIP). These plans identify key indicators set by HQO as priorities for the year, with each organization selecting specific indicators and developing a corresponding work plan. Additionally, organizations must provide a progress report from the prior year and a narrative addressing HQO's mandated sections.

The Board of Directors is responsible for reviewing and approving the work plan before the submission deadline of March 31.

### 2024-25 QIP Highlights

#### **1. Expanding Patient Access and Enrollment**

- Target of 1,200 new patients rostered for the 2025-26 year, with an additional 100 individuals served through a community cancer screening program.
- Strategies:
  - Strengthening partnerships and working with Health Care Connect to attach patients.
  - Expanding community programs to reach unattached patients.

#### **2. Increasing Cancer Screening Rates**

- Goal: Maintain a cancer screening rate of 84%, exceeding Cancer Care Ontario's target of 60%.
- Strategies:
  - Promoting screening importance through WRNPLC social media, waiting room materials, and website content.
  - Continuing community-based screening programs for all eligible individuals, regardless of provider attachment.

#### **3. Enhancing Sociodemographic Data Collection**

- Goal: Collect sociodemographic data from 90% of new patients to inform program development, guide staff training, and support advocacy for services such as translation.
- Strategies:
  - Implementing a newly developed sociodemographic survey embedded in the EMR.
  - Integrating the survey into the new patient intake process.

#### **4. Improving Patient Perception of Timely Access to Care**

- Goal: Achieve over 85% of patients reporting that they received an appointment on the day they wanted when they were sick or had a health concern.

- Strategies:
  - Ensuring all Nurse Practitioners (NPs) and Allied Health Professionals (AHPs) work to their full scope to optimize patient care.
  - Matching patients with the right provider at the right time to enhance efficiency and access.
  - Gathering feedback through patient surveys to measure and refine improvements.

Additionally, several priority indicators emphasize the implementation of digital solutions, all of which WRNPLC has utilized since early pilot initiatives, including OLIS, HRM, and online booking systems.

This QIP reflects our ongoing commitment to improving patient access, equity, and quality of care.

### **Progress Report 2024-25: Board of Directors Summary**

The Waterloo Region Nurse Practitioner-Led Clinic (WRNPLC) remains committed to continuous quality improvement and patient-centered care. The following summarizes key progress made in the 2024-25 fiscal year:

#### **1. Collection of Sociodemographic Data**

- Worked with our regional Quality Improvement and Information Management System (QIIMS) team to design and finalize survey questions.
- While implementation was initially planned for 2024-25, priorities shifted due to the expansion project.
- Full implementation will be a key focus for the 2025-26 fiscal year to enhance data-driven decision-making and program development.

#### **2. Reducing Third Next Available Appointment Wait Times**

- Target: Reduce wait times from 13 days to 7 days.
- Strategies implemented:
  - Redistribution of same-day appointments to increase availability of routine appointments.
  - Restructuring appointment placement to improve utilization and efficiency.
  - Expanded scope of allied health
- Progress: While improvements were made, continued efforts are required to achieve the target. Large amounts of new intakes lead to front heavy appointments, more frequent visits and complications related to lack of primary care prior to onboarding

### **3. Timely Follow-Up After Hospital Discharge**

- Goal: Establish a baseline for future quality improvement efforts.
- Strategies:
  - Educating patients on the importance of notifying the clinic upon hospital discharge.
  - Encouraging timely follow-up appointments.
  - Incorporating discussions on post-discharge care during intake appointments and intake materials.
- Key Learnings: Tracking this indicator presents challenges, as not all discharges require follow-up. Further refinement of tracking mechanisms will be explored.

These initiatives align with WRNPLC's commitment to enhancing patient access, improving health outcomes, and optimizing clinic operations. Ongoing evaluation and strategic adjustments will support continued progress in the coming year.