

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



Great Northern
Family Health Team

2023-2024

2/23/2023

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

Overview

The Great Northern Family Health Team is pleased to share its 2023-2024 Quality Improvement Plan (QIP), which outlines quality improvement efforts for the upcoming fiscal year.

A QIP is a public, documented set of quality commitments that a health care organization makes to its patients, staff and community on an annual basis to improve specific quality issues through focused targets and actions.

With a vision to enhance primary health care, improve patient access and integrate a collaborative care model to improve the health of the Great Northern Family Health Team's rostered patient population, we are committed, as its mission, to provide accessible, patient-centred primary health care through an interdisciplinary team committed to enhancing health care delivery to the Great Northern Family Health Team's rostered patient population.

Organizationally grounded by our values of Excellence, Collaboration, Respect, Accountability, Innovation, Improvement; these values are also at the core of our quality improvement journey.

The Great Northern Family Health Team's 2023-2024 quality improvement priorities are reflective of the continued work underway across the organization and focuses on priorities of education, engagement, integration and coordination of services, effective care and patient flow/access. Priorities include:

- Improving safe and effective transitions from hospital to home through timely follow-up with hospital discharged patients, for select conditions
- Improving colorectal screening for eligible patients
- Improving breast screening for eligible patients
- Improving ovarian screening for eligible patients
- Decreasing inappropriate prescribing and use of opioids, where appropriate
- Ensuring patients are involved in decisions about their care and treatment
- Increasing shingles immunization rates
- Ensuring individuals working at the GNFHT are provided with education and tools, adopting culturally safe and appropriate practices when serving Indigenous clients and patients and equitable and inclusive practices when serving vulnerable populations of clients and patients

Patient/client/resident engagement and partnering

The Great Northern Family Health Team engages with patients and families focusing on quality activities and experiences through a number of mechanisms including patient experience surveys, patient relations processes, focus groups and review of focus items through consultation and invitation. Data collection is a key initiative to ensure that effective data would drive our programs and service indicators, therefore increasing the volume of experience surveys completed is a goal for the upcoming year.

In 2016, the Great Northern Family Health team established a Community Advisory Council to identify patient and family needs and ensure priorities in aspects of care positively shaping the patient experience are addressed.

The Great Northern Family Health Team is looking forward to strengthening opportunities for the Patient and Family Advisory Committee, since the pandemic, reviewing its membership and increasing patient and family engagement/representation.

A number of improvements have occurred over the past year, based on patient feedback, including improvements to the Team's phone system, introduction of online booking options, a new website and a Mental Health program refresh including improved access to timely services. Methods of communicating with patients through OCEAN's patient messaging feature by e-mail was launched to enhance office efficiency as well as to facilitate patient on-line booking. An update to our waiting area, telephone hours and a review of same day/next day appointment availability is underway.

The Great Northern Family Health Team's Quality Improvement Plan is publicly posted to facilitate transparency of development and encourage feedback from our community on priority issues, ideas for improvement and mitigation strategies.

Provider experience

In the past few years, The Great Northern Family Health Team has demonstrated resilience and adaptability, providing continued services to our community through the COVID-19 pandemic. As an organization we are committed to assisting all staff and physicians with navigating challenging and difficult times the pandemic has created and also supporting them through these challenges. Within our small team, we have encouraged staff wellness and connectedness through team building, staff appreciation tokens and events, flexibility in work schedules, remote work arrangements, focus on staff health and wellness (i.e., sit/stand desks, prioritizing adequate breaks) and offering education such as exploring psychological health and safety.

We have supported staff access to tools, technology and training to enable various care modalities and the various work locations. Team meetings and check ins are held regularly to ensure information is shared appropriately, provide opportunity for communication and improvement ideas.

Workplace Violence Prevention

The Great Northern Family Health Team is committed to building a safe and healthy working environment free of violence, discrimination, harassment, and any other misconduct for its staff, volunteers and students. A workplace violence prevention policy has been implemented. Incidents of workplace violence are reviewed with the organizations Joint Health and Safety Committee, where improvement opportunities are discussed and action plans to mitigate risks are developed.

In the up-coming fiscal year we plan to focus on identifying root causes of workplace violence to help inform our prevention strategies. Improvement ideas such as de-escalation training for all staff and an organizational risk assessment focusing on workplace violence vulnerabilities will be implemented over the next year.

Patient safety

To help support quality improvement and enhance a safe and just culture, patient safety incidents and trends are reported and reviewed at our Quality Committee, as applicable. Learnings from patient safety incidents through patient feedback, patient relations processes and experience surveys help to identify patient safety improvement opportunities.

Health equity

The Great Northern Family Health Team is dedicated to promoting diversity, equity, inclusion, and belonging in the workplace. We celebrate and welcome the diversity of all employees, stakeholders, and external personnel.

The Great Northern Family Health Team has adopted a Diversity, Equity, Inclusion, and Belonging (DEIB) in the Workplace policy as part of its commitment to foster an environment where everyone feels as though they belong and that their dignity, beliefs, and identity are respected. To achieve this, the Great Northern Family Health Team will strive to create a supportive work environment and a culture that welcomes everyone and encourages equitable opportunities for all employees.

Our team has embarked on foundational work of equity and inclusion with Foundations of Indigenous Cultural Safety, Workplace Inclusion for Gender and Sexual Diversity and linguistic (active offer) training.

Services are currently provided in English and French, with additional languages available through dedicated translation services.

The Great Northern Family Health Team, is a core partner of the Équipe du Santé des Régions du Timiskaming Area Health Team (ESTHT). Through the ESTHT, the Great Northern Family Health Team will work with key partners and stakeholders (including patients, families and individuals with lived experiences) to learn about current inequities in our region, and work together to support access to culturally and linguistically safe, quality care with certain attributed population groups (e.g., indigenous peoples, francophones, newcomers, low income, racialized communities and other marginalized or vulnerable populations).

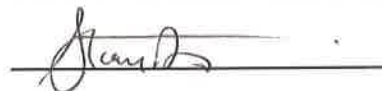
Contact Information

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Sign-off

I have reviewed and approved our organization's 2023-2024 Quality Improvement Plan:

Board of Directors - Board Chair - Stacy Desilets

 (signature)

Executive Director/Administrative Lead - Erin Montgomery

 (signature)