Great Northern Family Health Team

2026-2027 Quality Improvement Plan

Improvement Targets and Initiatives

AIM		MEASURE									CHANGE				
Issue	**Quality Dimension**	**Measure/Indicator**	**Type**	**Unit / Population**	**Source / Period**	**Organization Id**	**Current Performance**	**Target**	**Target Justification**	**External Collaborators**	**Planned improvement Initiatives (Change Ideas)**	**Methods**	**Process measures**	**Target for process measure**	**Comments**
M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) A= Additional (do not select if you are not working on this indicator) C = Custom (add any other indicators you are working on)															
Access and Flow	**Efficient: Timely access to care/ services**	Percentage of screen-eligible people who are up to date with breast screening.	P	Other / Other	My Practice: Primary Care Report as of March 31, 2025'	91615*	74.10%	76%	2% increase. As at March 31, 2025, as outlined within the Great Northern Family Health Team's Primary Care Practice Report. Ontario Health North East performance was 63.1% and provincial performance of 58.8%.	OBSP	Screen for eligible female patients aged 50 to 74 years who are due for a mammogram.	Track the number of eligible patients due for a mammogram using the screening activity report dashboard and EMR searches	Track the number of eligible patients that have had their screening done per quarter Track the number of eligible patients that have not had their screening done Track the number of patients who refused screening / ineligible	76% of all eligible patients will have their screening completed by Q4 of FY 2026-27	
											Improve communication regarding due screening with patients.	Use the OCEANS portal to communicate screening reminders to patients	Track the number of patients that have received screening notifications using Oceans messaging.	90% of patients that are due for a screening appointment with an email on file will receive reminder emails for their appointment using OCEAN Secure Messaging	
		Percentage of screen-eligible people who are up to date with cervical screening.	P	Other / Other	My Practice: Primary Care Report as of March 31, 2025'	91615*	63.50%	70%	As at March 31, 2025, as outlined within the Great Northern Family Health Team's Primary Care Practice Report. Ontario Health North East performance was 52.1% and provincial performance of 49.7%.		Screen for eligible female patients aged 21-69 years who are due for a Pap test.	Track the number of eligible patients due for a Pap test using the screening activity report dashboard and EMR searches. Optimize well women's/Cervical screening clinic days to increase throughput.	Track the number of eligible patients that have had their screening done per quarter Track the number of eligible patients that have not had their screening done Track the number of patients who refused screening / ineligible	70% of all eligible patients will have their screening completed by Q4 of FY 2026-27	
											Improve communication regarding due screening with patients.	Use the OCEANS portal to communicate screening reminders to patients.	Track the number of patients that have received screening notifications using Oceans messaging.	90% of patients that are due for a screening appointment with an email on file will receive reminder emails for their appointment using OCEAN Secure Messaging	
		Percentage of screen-eligible people who are up to date with colorectal screening.	P	Other / Other	My Practice: Primary Care Report as of March 31, 2025'	91615*	71.50%	75%	3.5% Increase As at March 31, 2025, as outlined within the Great Northern Family Health Team's Primary Care Practice Report. Ontario Health North East performance was 64.8% and provincial performance of 60.5%.		Screen for eligible patients due for a colorectal screening/FIT.	Track the number of eligible patients due for colorectal screening through the SAR activity report dashboard and EMR searches	Track the number of eligible patients that have had their screening done per quarter Track the number of eligible patients that have not had their screening done Track the number of patients who refused screening / ineligible	75% of all eligible patients will have their screening completed by Q4 of FY 2026-27.	
											Improve communication regarding due screening with patients.	Use the OCEANS portal to communicate screening reminders to patients.	Track the number of patients that have received screening notifications using Oceans messaging.	90% of patients that are due for a screening appointment with an email on file will receive reminder emails for their appointment using OCEAN Secure Messaging	
		Number of new patients/clients/enrolments	P	Other / Other	2026 FY	91615*	33	850	Internal Target / IPCT Target	Timiskaming OHT; IPCT Partner Organizations	Improve access to deliver interdisciplinary, team-based primary care to deliver comprehensive primary care services and support the wellbeing of the health care team	To better meet the needs of the local population and provide affiliate providers with the support to patient attachment, we will strengthen interprofessional collaboration and ensure all team members working toward their full scope of practice. This includes expanding the use of medical directives, shared protocols, job descriptions and role clarity tools, while supporting ongoing professional development for all providers.	Track the number of IPCT positions filled.	by June 30, 2026, all IPCT funded positions will be successfully filled.	
											In response to new expansion funding to attach more individuals to team-based primary care, balance the intake of new clients with provider capacity to meet 2025-2026 enrollment targets attached to IPCT funding, ensuring timely intake appointments while maintaining access for follow-ups and same-day needs.	Review and prioritize new enrollment lists based on clinical need stagger onboarding to align with provider capacity. Opportunities for streamlining onboarding and minimizing wait times for initial appointments will be reviewed with providers.	Track the number of new patients/clients/enrolments by provider, including those from Health Care Connect.	By March 31, 2027, our affiliate physicians will enrol 850 new patients to their practices.	33 Patient 2025; This change idea helps operationalize recent expansion funding while ensuring access remains timely and balanced across client types and clinical needs.
		Percentage of eligible patients who received their RSV vaccination.	A	Other / Other	2025 FY	91615*	33%	50%	Internal Target		Identify and improve access for patients who require a RSV vaccination, for older adults (75 Years of Age and older) who are eligible for publicly funded immunization (RSV prevention program)	1) Posters and educational materials will be posted. Information will be added to the Facebook page and the Web site. 2) Quarterly review of eligible patients will be completed, whereby the patient will be contacted for an appointment. Appointment blocking to ensure timely access.	Percentage of eligible rostered patients who have received their RSV vaccination, measured quarterly.	50% of eligible patients will have received their RSV vaccine by March 31, 2027.	
Experience	**Patient-Centred**	Do patients/clients feel comfortable and welcome at their primary care office?	P	Other / Other	2025 CY	91615*	94%	97%	Internal Target		Improve the number of patient experiences surveys completed.	Continue to leverage digital health tools to automate the distribution and collection of survey results in a virtual format. Implement automatic OCEAN email survey post appointment to all patients. This approach will enable the team to gather a greater number of patient experience survey responses and obtain valuable insights from our patients.	Track the of patient experience surveys conducted per quarter	Target 100-200 surveys by Q4 of FY 2026-27.	
													Track the percentage of patients who stated they feel comfortable and welcome at their primary care office, measured quarterly	97% of patients who responded to a Patient Experience Survey will indicate that they feel comfortable and welcome at their primary care office.	