

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

September 25, 2025

OVERVIEW

Established in 2010, the North Peel Family Health Team (NPFHT) provides integrated, comprehensive primary health care to approximately 7,100 rostered patients in Brampton. The team includes five family physicians, nurse practitioners, registered nurses, dietitians, social workers, kinesiologists, a psychiatrist, a pharmacist, and a foot care specialist. The 2020 expansion of NPFHT's inter-professional care team enhanced access to services for patients of additional family physicians at both North Peel FHT sites and neighboring medical clinics in the Brampton and Bramalea sub-regions. Allied health professionals such as dietitians, registered nurses, kinesiologists, social workers, and pharmacists provide specialized health education programs and services, contributing to the ongoing growth in both patient volumes and the range of services offered.

Collaborative, team-based primary care is key to positively influencing both our patients and the broader healthcare system. Our team is currently providing interprofessional care to more than 12,000 rostered and community patients, and with the addition of a new family physician to the North Peel FHO in the upcoming fiscal year, we expect to expand this number.

Aligned with the recommendations from Ontario Health, NPFHT's QIP prioritizes access and flow, equity, experience, and safety across the five quality dimensions: efficiency, timeliness, patient-centeredness, equity, and safety. For 2025/2026, our quality improvement objectives reflect our dedication to offering comprehensive healthcare that encourages healthy living, prevents illness, manages chronic conditions, and enhances overall well-being.

NPFHT has made significant strides in advancing our mission by leveraging innovative technology and streamlining workflows to deliver high-quality care to our patients. We have optimized the use of Telus PS Suite EMR software, enabling our team to efficiently document assessments and interventions, creating a comprehensive record of each patient's medical history and current health status.

Our EMR system is equipped with a range of tools, including reminders and disease-specific toolbars, which help healthcare providers deliver timely interventions and facilitate referrals, including preventive care screenings. The system's risk stratification features, such as automated alerts and flags, enable us to identify complex or high-risk patients, ensuring they receive appropriate care for better health management. Standardized documentation and easy data retrieval are essential in evaluating our performance and implementing targeted quality improvement strategies.

Additionally, our physicians and healthcare providers regularly utilize the Clinical Viewer, HRM, and OLIS to streamline patient care. NPFHT also leverages OceanMD to send reminders for various screenings and appointments (e.g., colorectal screenings), as well as to manage eReferrals, eForms, and eConsults, ensuring timely care delivery. For the upcoming fiscal year, the team is focused on further optimizing OceanMD, with plans to implement Online Appointment Booking for all physicians and nurse practitioners.

To support NPFHT's 2025/2026 QIP objectives, we will work closely with the shared Quality Improvement Decision Support Specialist (QIDSS) to design queries and searches that track our progress.

Moreover, incorporating patient feedback, provider insights, and input from the NPFHT Board will guide us in continually refining our approach and advancing our mission of providing comprehensive and accessible healthcare, effectively and efficiently.

ACCESS AND FLOW

At NPFHT, we recognize the importance of improving timely access and patient flow to enhance overall patient experiences and outcomes. Over the past year, we've implemented various initiatives to ensure our patients can access care more efficiently. For example, when our family physicians experience an overflow of urgent cases, our nurse practitioners (NPs) step in to provide timely care, ensuring patients receive the attention they need. Additionally, we've increased the number of patients on our NP roster to further enhance accessibility.

To further improve care availability, we have expanded our weekend and after-hours services. This allows us to offer greater flexibility for patients in the Brampton community. Additionally, we are in the process of adding a new family physician to our team, which will allow us to enroll more patients and provide more timely primary care.

Currently, we have implemented Online Appointment Booking for one of our family physicians, making it easier for patients to schedule appointments and view availability. In the upcoming fiscal year, we plan to expand this service to include all our physicians and nurse practitioners, helping to streamline patient flow and increase access to care.

We are also working collaboratively with WellFort Community

Health Services to better serve new patients and provide interprofessional resources. This partnership, combined with our QIP's focus on monitoring new patient enrollment and the timeliness of care, will help us continue improving patient access and flow. We are committed to further enhancing the way our patients access care, ensuring we meet their needs promptly and effectively.

EQUITY AND INDIGENOUS HEALTH

At NPFHT, health equity is a top priority, ensuring that all our patients receive the appropriate and effective care they deserve. We recognize that sociodemographic factors play a significant role in an individual's health and well-being and are committed to creating an environment where equitable care is at the forefront. Our diverse team reflects the different social, cultural, and linguistic backgrounds of our community, enabling us to better meet the unique needs of our patients.

To support our commitment to health equity, we have recently introduced a health equity survey to gather essential sociodemographic data from our patients. This data will be diligently collected, analyzed, and used to hopefully collaborate with external organizations to offer services and programs that directly address the needs of our population.

Looking ahead, we are also prioritizing staff training in equity, diversity, inclusion, and anti-racism. By the end of the upcoming fiscal year, all team members will complete a training module to enhance clinical and cultural competency when working with diverse communities.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At NPFHT, engaging with patients and collecting their feedback is a core part of our dedication to enhancing patient experiences and improving outcomes. To gather valuable insights, we utilize several methods, including patient experience surveys sent via email, program evaluation forms, feedback gathered during educational sessions, an open-door policy for direct communication with our executive director, and a comment feature on the NPFHT website.

The feedback we receive is reviewed during our team meetings and used to refine processes and elevate service delivery. In the 2024/2025 fiscal year, patient experience surveys revealed high levels of satisfaction, with patients expressing positive feedback regarding timely access to care, effective collaboration among our providers, a welcoming atmosphere, and involvement in decision-making about their care.

For the upcoming fiscal year, we plan to encourage our staff to gently remind patients about the survey at the end of their appointments. Additionally, we'll work to increase awareness of the various resources, services, and programs (such as our kinesiology services) available through our team, all aimed at further improving patient experience and outcomes.

PROVIDER EXPERIENCE

At NPFHT, we prioritize creating a supportive workplace culture that enhances our staff's well-being. To help alleviate stressors related to travel, such as long commutes and rising gas prices, we continue to offer a hybrid care model. This not only benefits our providers but also gives patients the flexibility to choose virtual appointments, which many have expressed a preference for.

To ensure our staff's professional growth and satisfaction, we've implemented a semi-annual performance review process. This allows us to identify individual goals and address any tools or resources that could further improve their experience at NPFHT. Based on the results of our recent staff satisfaction survey, we've introduced several changes to improve the work environment. These include increased vacation time, staff recognition meetings, and team-building activities designed to enhance camaraderie and morale.

Additionally, we've introduced Health and Wellness Workshops, where staff members can participate in stress-relieving activities which have been well received by the staff. Moving forward, we will continue to use the staff satisfaction survey as a key tool to monitor and ensure a positive work experience. We also actively engage our team in the development of our Quality Improvement Plan (QIP), recognizing that improving both the patient and provider experience is essential to delivering the best care.

SAFETY

At NPFHT, creating a safe and supportive environment for both our staff and patients is a top priority. To ensure ongoing safety, our Health and Safety representatives work closely with management

to coordinate initiatives, review any incidents, and take necessary actions to address concerns. We are proactive in keeping our workplace safe through regular training, assessments, and clear policies.

Our staff undergoes comprehensive training in several key areas, including workplace violence and harassment, customer service, human rights, WHMIS (Workplace Hazardous Materials Information System), and Occupational Health and Safety. Existing team members participate in annual training refreshers, while all new hires are required to complete these courses within their first 21 days of employment. In addition, we emphasize our zero-tolerance policy for violence by displaying no-violence posters in our offices and on our website, reinforcing our commitment to maintaining a safe and respectful workplace.

To further promote a secure environment, we conduct monthly Occupational Health and Safety and violence risk assessments. Any recommendations are carefully reviewed and addressed by our senior management team and Board.

In today's digital age, with technology playing a critical role in patient care, cybersecurity is a significant focus. We ensure that all NPFHT servers are equipped with up-to-date firewalls and antivirus protection. Our team also receives ongoing cybersecurity e-learning to stay informed about the latest risks and strategies to mitigate them. As technology continues to grow within our practice, we remain committed to maintaining a secure environment for both our staff and patients.

PALLIATIVE CARE

At NPFHT, while we do not have a designated palliative care program, this does not prevent our physicians and team from providing compassionate palliative care support to the best of their ability. Many of our patients have been with our team for years, and some require palliative care as part of their ongoing care needs. Even without a formal palliative care program, our physicians are dedicated to ensuring that patients receive the care and support they need during this critical time.

Our team goes above and beyond by conducting home visits when necessary, providing personalized care, and offering emotional and practical support to both patients and their families. We understand the importance of being there for patients in their final stages of life, and we strive to deliver the highest level of care within the limitations of our resources.

POPULATION HEALTH MANAGEMENT

At NPFHT, we are committed to taking a proactive approach to meet the health needs of our entire population. With an increasing aging population, it's crucial for us to prioritize health promotion, disease prevention, and chronic disease management. Our team has been integrating a population health approach to enhance patient care.

Our allied health professionals play a key role in delivering targeted programs and services, such as Staying Sturdy, which aims to improve strength, balance, and mobility in older adults. These programs are available both virtually and in person, ensuring broader accessibility for all patients. Additionally, many of our initiatives are open to the entire Brampton community, not just our

rostered patients, reinforcing our commitment to inclusive care. At the conclusion of each program, we gather feedback through patient surveys, which we analyze to refine and improve the offerings to better meet the needs of our community.

In collaboration with other members of the Central West Ontario Health Team, we've developed a quarterly newsletter that informs the Brampton community about available programs, services, and how to access them. This newsletter helps us extend our reach and further embrace a population health-oriented approach. We are also partnering with WellFort Community Health Services to expand the scope of our programs, with the aim of making a transformative impact on the health of our community.

Looking ahead, we are focused on expanding our outreach, exploring new ways to promote our services, and discovering additional opportunities to positively influence the overall health of the population.

ADMINISTRATIVE BURDEN

At NPFHT, we prioritize creating an environment where patients feel valued and comfortable. While we recognize the importance of paperwork in delivering care, our guiding principle remains "patients before paperwork." To reduce the administrative burden and allow our interprofessional team to dedicate more time to direct patient care, we have implemented a range of initiatives designed to streamline processes and improve workflows.

One key improvement has been the use of pre-populated, standardized medical forms and flowsheets within the Telus PS Suite EMR, which has significantly reduced the time spent on

administrative tasks. In the past year, several of our family physicians have utilized eReferral to securely and efficiently send referrals to specialists, while PrescribeIT has enabled seamless prescription transmission between providers and pharmacists. We hope to expand the use of these tools in the upcoming year to further enhance efficiency.

Additionally, we plan to implement the Online Booking Tool for all physicians and nurse practitioners, which will not only reduce administrative tasks but also improve the overall patient experience. Our physicians, nurse practitioners and other allied health professionals are also exploring the potential of AI Scribes, which could further minimize administrative work and enable more face-to-face patient care.

NPFHT remains committed to engaging our team in identifying and developing innovative tools and initiatives aimed at reducing administrative burdens, all with the goal of improving care delivery for our patients.

CONTACT INFORMATION/DESIGNATED LEAD

Board Chair: Dr. H. Manning

Quality Committee Chair or delegate: Dr. S. Gopalapillai

Executive Director: Anne Marie Lang-Berkowitz

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
March 19, 2025

Dr. H. Manning, Board Chair

Dr. S. Gopalapillai, Quality Committee Chair or delegate

Anne Marie Lang-Berkowitz, Executive Director/Administrative Lead

Other leadership as appropriate
