

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 28, 2023

OVERVIEW

The North Peel Family Health Team (NPFHT), operational since December 2010, provides collaborative primary health care for approximately 8,000 rostered patients in Brampton. NPFHT patients have access to four family physicians, nurse practitioners, registered nurses, dietitians, social workers, kinesiologists, a part-time psychologist and pharmacist as well as a psychiatrist and general internist. The NPFHT recognizes the benefits of collaborative team-based primary care in the promotion of broader health care system changes.

NPFHT's 2020 inter-professional care team expansion facilitated access to FHT services and resources for the patients of additional family physicians in both North Peel FHT sites, that is in Brampton and Bramalea sub-regions. Additional allied health professionals, i.e. dietitian, registered nurse, kinesiologist, social worker, chiropodist and psychologist provide enhanced health education programs and services to these patients. These services and volumes continue to grow.

NPFHT's quality objectives for 2023/2024 reflect the commitment to achieving our Vision of "A healthy community, working together with a vibrant Family Health Team, in a balanced approach to health care that includes prevention, wellness and accessible primary care - Community residents will be active participants in achieving and maintaining their own optimal health," as well as our Mission and current strategic goals regarding enhanced patient-centric programs of care. NPFHT continues to pursue enhanced technology and more efficient work flow processes to facilitate and expedite access to primary care for our patients.

In alignment with Ontario Primary Care Performance Measurement Framework, NPFHT's QIP focuses on the Quality themes of Timely & Efficient Transitions, Service Excellence and Safe & Effective Care within the following dimensions of quality: Efficiency, Timeliness, Patient-centeredness, Effectiveness and Safety.

Mitigation strategies include utilizing the shared Quality Improvement Decision Support Specialist to help facilitate an increase in standardization of clinical documentation and document management. The QIDSS is instrumental in building queries and searches to retrieve data from the EMR. Additional strategies include incorporation of patient feedback in program planning, implementation of training and involvement of the NPFHT Board to further guide and advocate for quality improvement initiatives.

Through the use of Telus Practice Solutions software and standardized electronic templates, evidence-based forms and flow sheets, NPFHT members are able to document assessments and interventions and collate a comprehensive record of the patients' medical history and status. The EMR software also incorporates reminder and tracking components, as well as disease or condition-focused toolbars which assist care providers in providing timely interventions and referrals, including preventative care screening requisitions. Risk-stratification capability has also been embedded in the EMR to help identify complex, vulnerable patients; automated flags and alerts have been developed and implemented to trigger depending on specific patient conditions or criteria. It is recognized that standardized documentation and data retrieval is an essential foundation for all quality improvement strategies.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

North Peel FHT recognizes that continued patient engagement and feedback is essential in the development of an effective Quality Improvement plan and NPFHT is committed to improving the process of collecting feedback from patients and community stakeholders. NPFHT solicits feedback regarding FHT services and programs from patients and caregivers through discussion during patient education sessions, evaluation forms and through patient surveys, as well as providing the opportunity for patients to provide comments via NPFHT website. Feedback and suggestions for changes in practice are discussed at team meetings and are utilized to inform decisions regarding changes in service delivery and/or processes.

NPFHT recently hosted patient engagement sessions focused on obtaining patient feedback to inform NPFHT's 2023-2026 Strategic Plan. NPFHT continues to investigate alternative methods for soliciting patient feedback, e.g. through email messaging, focus groups, etc.

Patients responded to 2022-23 surveys with an overall high level of satisfaction and positive experience across related to timely access to services, effective collaboration among providers and involvement in care related decisions. We continue to work on raising awareness about the availability of online booking, availability of Nurse Practitioners for urgent and same-day access and the comprehensive range of services provided by the FHT.

PROVIDER EXPERIENCE

One of the objectives of the NPFHT is to develop a reputation as a great place to work. During the pandemic, many FHT staff were moved to an almost 100% work-from-home arrangement, and were outfitted with the tools they needed to work from home.

Earlier in 2022 as many offices began to open back up to more in-person appointments, we did not revert to 100% in-office, but rather maintained a hybrid arrangement of three-four days in-office, and one-two days at home.

Some patients have expressed a preference for either in-person care and/or virtual care, so this hybrid arrangement has enabled the team to offer patients their preferred appointment type, while at the same time helping to reduce employee stressors (long commutes, high cost of gas). Response to maintaining this arrangement has been great, and as a result, we have had minimal employee turnover.

Employees have been encouraged to identify improvement initiatives for the 2023/24 QIP. A semi-annual performance review process has been implemented to identify each provider's professional goals and any tools and aid needed to realize these objectives.

All staff members participated actively in the development of the 2023-26 strategic plan for the organization. Staff will be helping to develop and implement work plans to achieve the identified strategic objectives.

WORKPLACE VIOLENCE PREVENTION

In order to protect staff and reduce the potential for harm due to workplace violence, NPFHT staff participate in ongoing on-line training regarding Workplace Violence and Harassment, Customer Service, understanding Human Rights, and WHIMIS as well as Occupational Health and Safety. Existing staff complete the annual refresher training and all new hires complete full training within first 21 days of hire. The NPFHT continues to maintain vigilance around workplace violence including a Zero-tolerance policy. No Violence/No Tolerance posters are posted around the FHT.

The process for reporting Workplace Violence & Harassment issues to the Board has been incorporated into North Peel FHT Policies & Procedures. An assessment of current status is a standing item on all Board and team meeting agendas. All staff receive a copy of the revised policy Workplace Anti-Violence and Harassment (2017 10). Violence Risk Assessment is conducted quarterly and reviewed with Health and Safety representatives. Recommendations for action are forwarded to senior management and the Board.

The NPFHT Executive Director has an open-door/no-blame policy and is readily available for staff to discuss potential workplace violence issues or present concerns.

PATIENT SAFETY

North Peel FHT is committed to providing a safe environment for all employees and patients.

Our Health & Safety representatives meet with management staff to review and coordinate safety initiatives, share any concerning incidents, and review the actions taken to address them.

In addition to ensuring the physical safety of our patients, we are also mindful of the risks posed by cyber attacks, and we are committed to keeping our patients' data safe. To that end, we have ensured that all North Peel FHT servers have up-to-date firewall and antivirus protection, and North Peel FHT staff have all undergone Cybersecurity e-learning.

HEALTH EQUITY

A person's health and well-being are impacted by various factors including income, housing, employment, education, social support, food security and the environment. Each person's knowledge, skills and experience enrich our communities. The health and well-being of individuals are enhanced by involvement in their neighborhood and wider community. North Peel FHT is committed to collecting demographic data related social determinants of health.

To support this goal, North Peel FHT plans to incorporate a Health Equity Questionnaire into our EMR. This tool was developed by the East Wellington FHT, and will enable our physicians, IHPs and admin to capture relevant sociodemographic data, so that programs and services may be customized to meet the needs of the diverse populations within Brampton.

CONTACT INFORMATION

Board Chair:

Quality Committee Chair or delegate: Dr. H. Manning

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 28, 2023

Dr. H. Manning, Board Chair

Dr. A. McCallion, Quality Committee Chair or delegate

Anne Marie Lang-Berkowitz, Executive Director/Administrative Lead

Other leadership as appropriate
