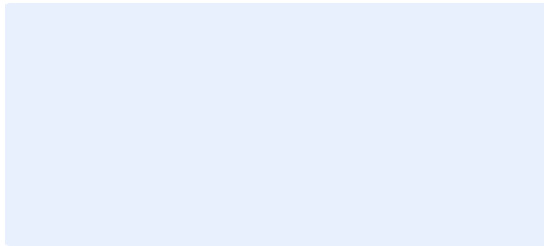


Let's Make Healthy
Change Happen.



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



3/28/2022

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.

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Overview

The Chatham-Kent Community Health Centres is committed to providing quality health care for our clients and community. Through a comprehensive planning process, the Chatham-Kent Community Health Centres has worked hard to develop a new strategic plan that provides the organization direction for the next 3 years. Service Excellence is one of the four priorities identified in the 2022-2023 CKCHC Strategic Plan with an overall goal to provide high quality, responsive and timely services that support seamless pathways of health and wellbeing. With this priority guiding us and our decision making in the development of the 2022-2023 Quality Improvement Plan, input from a range of sources including clients and employees, as well as considering the significant impacts that the COVID-19 pandemic has had, we have developed a quality improvement plan that focuses on recovery and continuing to strengthen the care and services that we provide to ensure the best possible outcomes for our clients and community. Our 2022-2023 Quality Improvement Plan focuses on priority themes and indicators outlined by Ontario Health and in alignment with our Chatham-Kent Ontario Health Team (CKOHT) cQIP. The priority areas we identified include: hospital discharge follow-up, client involvement in care, preventative care services, the use of digital tools to support care and services, and prescribing practices of opioids for non-palliative clients.

Reflections since your last QIP submission

The last 2 years have been filled with an unprecedented amount of rapid change as a result of the COVID-19 pandemic. We have many organizational achievements that we are extremely proud to have accomplished in such precarious times. One of our most notable achievements includes: being awarded our organization's first Accreditation by the Canadian Centre for Accreditation; a successful transition to our new electronic medical record; and the implementation of virtual care within our daily practice and workflows in efforts to continue to provide accessible and effective care during the evolving pandemic.

Accreditation: In May, 2020 our organization participated in the first ever virtual site visit with the Canadian Centre for Accreditation (CCA) and in July 2020 were awarded our certificate of accreditation for successfully meeting all of the standards requirements with a 4-year accreditation award. The reviewers indicated they were impressed with the depth and breadth of our programs and services that centered on the individuals served. CCA identified that our organization engages with distinct communities to ensure that the services and programs are relevant and appropriate to each community. In regards to quality services and programs CCA found that the CKCHC is committed to providing high quality, client-centered services and have comprehensive intake, orientation and assessment processes which consider the social determinants of health and specific issues clients are dealing with. The accreditation process allowed the organization the opportunity to complete a thorough review of our programs, services, policies and procedures and make quality improvement efforts to ensure that we are meeting the best practice primary care standards outlined by the Canadian Centre of Accreditation.

Electronic Medical Record Transition: In August of 2020 the organization successfully transitioned to a new electronic medical record. Led by our IT/DMC and our Manager of Clinical and Client Services (Wallaceburg site), the team completed preparation for data migration, training for use, data validation and process/workflow development that led to a seamless transition with very little impact on service delivery to our clients.

Virtual Care Options: As a result of the COVID-19 pandemic we had to accelerate our goal of increasing virtual care appointment options to ensure ongoing access to primary care while aligning with the provincial restrictions to manage the pandemic enabling our employees to effectively work from home. We are currently providing access to care through a hybrid model, offering both in person or virtual visit options (including phone or video conferencing) depending on reason for visit, assessment requirements and client preference. We are utilizing technology and have developed processes to ensure our employees are able to provide high quality care regardless of their location (home, or in office) in order to offer clients a seamless experience. We have adopted the use of the digital OCEAN platform to be able to provide appointment reminders, secure information sharing between clients and providers and online appointment booking. We have also adopted the use of eConsult and eReferral through eHealth Ontario as a means of connecting our providers and clients to specialists across the province while minimizing the barriers to access related to travel, costs, and time associated with an in-person consultation request.

As many of our clients faced financial implications during the pandemic period, the CKCHC utilized COVID-19 grant funding to purchase cell phones and data plans for clients that do not have access to a telephone. This improved accessibility by providing clients a method for them to receive virtual care visits with their provider and other health care organizations within the community as needed. We also directed funds towards purchasing gift cards for clients to assist with prescriptions, groceries, clothing and transportation as a method to assist those who are experiencing financial hardship to achieve overall health and wellbeing. This upcoming year, we will continue to optimize the use of digital tools in order to improve our access to care by expanding our device lending program, expanding our online booking options and utilizing client email (with consent) for improved sharing of information with our clients. In addition, we will further expand our eReferral processes for diagnostic imaging services offered at the Chatham-Kent Health Alliance (CKHA) in FY22-23.

Patient/client/resident partnering and relations

Client feedback is valued by the CKCHC and often utilized in decision making and quality improvement initiatives. In an effort to obtain valuable feedback from those we serve, we request our clients complete a client satisfaction survey on a quarterly basis as well as complete feedback evaluations on all our group programs that are offered. Also, the Chatham-Kent Community Health Centres has an established Client Advisory Committee with goals to provide a voice for communication between clients, caregivers, volunteers and staff, provide an opportunity for clients and caregivers to review recommendations brought to the committee, communicate information, needs, and concerns to staff and administration and identify areas of improvement. The committee meets monthly and as a standing item is provided with an update on quarterly client survey results and client feedback and complaints received. We seek the client advisors input on strategies to improve in these areas. The voice of our clients was an integral part of our strategic planning process during FY21-22 that grounded us in our work and offered directions for further organizational growth which was directly incorporated into our new strategic plan over the next 3 years.

Provider experience

The last 2 years have been exceptionally challenging for our health care providers at the CKCHC as a result of having to quickly adapt their traditional methods of care delivery to ensure the safety of their clients as well as themselves while continuing to ensure the quality of care was not affected. This was often further compounded by also having to balance the impacts that the pandemic had to their personal lives and support systems. The health care providers within the CKCHC have demonstrated a tremendous amount of adaptability, strength, perseverance and resilience throughout the entire pandemic, ensuring that the needs of the clients always remained at the forefront of their decision making and that their quality of care that clients received remained steadfast. The CKCHC helped to support employees through these precarious time through information sharing and the development of adapted workflow processes, flexible and accommodated work schedules, work from home options (where applicable), education and training sessions, staff focused events, EAP program and staff recognition of their positive contributions to the organization. Recently, the CKCHC provided education to the entire organization on compassion fatigue and empathy-based syndromes as well as methods for achieving and maintaining optimal mental health as health care providers.


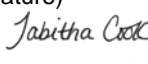


Contact Information

Other

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

Board Chair  (signature)
Quality Committee Chair or delegate  (signature)
Executive Director/Administrative Lead  (signature)
Other leadership as appropriate _____  _____ (signature)