

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative



3/31/2024

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 four goals of our QIP are efficiency, timely access, equity, and patient-centred care. To build on our success and continue our journey in quality improvement, we have prioritized several change ideas and initiatives this year to achieve these goals. We plan to streamline our intake process, begin the digitization of our referral process, increase the number of net new clients we enroll to our services, enhance the collection of sociodemographic data, train all our staff in health equity, and finally, maintain the strides we have made in delivering patient-centred care.

Access and Flow

To improve access to primary care in the community, we will strive to increase the number of net new clients we enroll into our comprehensive primary care services. Further, we plan to resume the intake of new clients and streamline the intake process to enable more individuals access to primary care services that they need. Many of our clients have not seen their primary care provider since the pandemic, which has led to a significant attrition of clients from our roster. As such, we will be conducting focused outreach efforts to individuals to ensure that their healthcare needs are being met. We also plan to maintain our past excellence in cancer screenings (mammograms, FITs and pap tests) for our eligible clients and will continue to both embed and build upon our very efficient patient follow-up processes to do so.

Administrative Burden

Vibrant is fully committed to supporting the primary care priority of “patients before paperwork.” With the highest SAMI score of all CHCs in the province, we know deeply how the administrative burden associated with working with a clinically complex population can impact our ability to provide the best care to our patients. There is a significant administrative burden associated with working with clinically complex populations, including the number of referrals, medical forms and clinical documentation required to provide care and treatment. As such, we have committed to implementing Ocean e-referrals, which will significantly decrease the amount of time that our providers and administrative professionals would need to spend facilitating a paper-based referral via the traditional fax. E-referrals will allow our team to track the referral status and further alleviate the effort needed to follow up by phone. It also means we can communicate with the client directly via Ocean to inform them of their referral status. These enhancements will significantly decrease the administrative burden for our interprofessional care team so that they can spend more direct client time.

Equity and Indigenous Health

At Vibrant, we have a deep understanding of how underrepresented equity deserving populations are and how important it is that they are both understood, seen, and heard. To ensure that access to our services remains equitable, we’re planning to update our approach to collecting sociodemographic data using the newly enhanced and available forms. In addition, we will be ensuring that every one of our staff have completed relevant equity, diversity, inclusion, and anti-racism education. These efforts will equip the organization with both the data and the skills to make decisions that will ensure we are driving improved and equitable outcomes to reduce health inequities in our local community.

Patient/client/resident experience

Vibrant collects data from annual staff and client surveys which inform our improvement initiatives related to our programs and services. We use this information to better understand the needs of our patient population and make improvements to the way we deliver programs and services that will improve their experience at Vibrant and support their social determinants of health. We strongly believe that our organization is for the community and by the community, Vibrant is always committed to listening to our stakeholders (patients, clients, advisory committees, etc.). Our OHT partners have also been bringing forward important insights and opportunities to develop partnerships to better improve the experience of our clients.

Finally, we plan to make structural changes to our client advisory committees to enable our clients more of a voice to share ideas for service improvements. This year we plan to sustain and improve our excellent performance by often or always ensuring that our patients feel comfortable and welcome and that they feel involved in decisions about their care.

Provider experience

Like many HSPs, Vibrant has unprecedented challenges in recruiting and retaining health professionals, but most significantly, nurse practitioners and physicians. To attract new graduate physicians and nurse practitioners, we've improved our onboarding experience to allow them the necessary time to understand our client population, both from a clinical and non-clinical perspective. This practice allows time for providers to ramp up their scope of practice within a CHC and understand the supports that are available to our clients. We've also established a buddy system for new providers to improve the providers experience, but also to support psychological safety and improve clinical quality and safety.

Safety

We have implemented several initiatives to improve the safety of our services. Our providers use SCOPE (seamless care optimizing the patient experience) to connect in a timely way to hospital-based specialists. Using SCOPE enables faster and safer access to medical imaging, avoiding emergency department visits for our clients. We also provide time for physicians to seek training and ensure that their clinical competencies are up to date with the latest clinical protocols and practices.

Population Health Approach

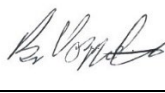
We are working closely with both our Ontario Health Team partners (North Toronto and North York) to support population health approaches and initiatives. Our focus has been to bring care into the community and build better relationships with community members to utilize our health services. We are making substantial efforts to conduct community outreach to promote good health information and to alleviate any concerns that our community has about preventative health services, like vaccinations. We also work with our health promotion and allied health teams to support and promote the social determinants of health, such as housing, food insecurity and healthcare navigation. In partnership with our OHTs, we're better able to understand and address the needs of community, taking a hyperlocal approach to population health.

Sign-off

I have reviewed and approved our organization's Quality Improvement Plan.

Board Chair  _____ (signature)

Quality Committee Chair  _____ (signature)

Chief Executive Officer  _____ (signature)