

Collaborative quality improvement plan (cQIP)

Narrative for Ontario Health Teams

March 28, 2025

CAMBRIDGE
NORTH DUMFRIES

OHT



**Ontario
Health**

QUALITY IMPROVEMENT ACHIEVEMENTS IN THE PAST YEAR

Accessible Medical Testing for Persons with Disabilities: Utilizing the expertise of our CND OHT Patient, Family and Caregiver Advisory Council, we are working on a project to improve access to medical testing for persons with disabilities. This project aims to understand patient experiences and collect best practices of processes that will improve timeliness, access and patient experience. Part of this work includes promoting the implementation of best practices and explore opportunities to improve accessibility through shared resources.

Frailty Screening Program: We have developed a screening program for primary care to proactively identify patients at risk for frailty. This screening program is based in primary care and utilizes the Assessment Urgency Algorithm (AUA) to stratify risk factor. Those at risk are identified and flagged for further follow up helping to prevent unexpected emergency department visits and adverse outcomes.

RNAO BPSO for OHTs: Using evidence-based guidelines, we are working on improving transitions in care and services in our community. We have built specific projects around supporting transitions for those with diabetes and supporting individuals with elective surgeries.

Developments in Data: The CND OHT is excited to have regular data reports from member organizations and better sightlines on primary care attachment data. This development will help the CND OHT to better use data to inform decision making and support quality improvement work.

PATIENT, FAMILY, CARE PARTNER, AND COMMUNITY ENGAGEMENT AND PARTNERING

Our Patient, Family, and Caregiver Advisory Council (PFAC) is composed of seven community members from diverse backgrounds who meet monthly to provide input and influence the broader initiatives of the CND OHT. Over the past year, the PFAC has contributed to the development of our Healthy Aging Resource Portal (HARP) and worked to address access challenges faced by patients with physical disabilities. We remain committed to finding new ways to better integrate the voices of patients, families, and caregivers into all aspects of the CND OHT's work. Looking ahead to 2025/2026, the PFAC will utilize the Creating Engagement Capable Environments in OHTs framework to further enhance its impact and support the ongoing efforts of the CND OHT.

SUPPORTING UNATTACHED PATIENTS

To better support unattached patients, the CND OHT has been working to understand its primary care attachment rate. As of December 2024, approximately 93.6% of the attributed population in Cambridge and North Dumfries is connected to primary care (excluding attachment to Nurse Practitioner-Led Clinics or Community Health Centres). While our attachment rate is relatively high, we estimate that between 10,000 and 15,000 people still lack access to primary care.

We are grounding this work in the Cambridge North Dumfries Primary Care Network and have begun mapping the locations of unattached patients within our local system. In collaboration with system partners, we are developing strategies to improve attachment and are preparing a workplan for 2025/2026 to support this goal. Our ultimate aim is to achieve 100% attachment for those who wish to be connected to primary care.

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

cQIP lead

Other leadership as appropriate

Other leadership as appropriate
