

Collaborative quality improvement plan (cQIP)

Narrative for Ontario Health Teams

March 28, 2024



QUALITY IMPROVEMENT ACHIEVEMENTS IN THE PAST YEAR

The CND OHT prides itself on adopting a culture of quality improvement and leveraging the expertise of our members to inform the development of our yearly Collaborative Quality Improvement Plan (cQIP). This year's plan was driven by our Quality Co-Design group, including front-line primary care clinicians and other health and social service front line providers. This approach reflects our overall commitment to those on the frontline informing improvements in our local healthcare system. Additionally, all of our OHT leadership including our Steering Committee, Joint Board Committee and PFAC were engaged in finalizing and approving the plan, demonstrating our strong collective commitment to the cQIP.

C-MAC Pilot

In 2023, we successfully concluded our Collaborative Mental Health and Addictions Clinic (C-MAC) pilot. Led by our Mental Health and Addictions Workstream, we utilized local data to identify a necessity for diverting low-acuity mental health and addiction concerns to an interdisciplinary team, grounded in primary care. Over the span of eight weeks, this pilot served 123 unique clients, comprising 451 client encounters, and notably prevented 23 emergency department visits. Encouraged by this achievement, the CND OHT is currently exploring avenues for establishing a more permanent iteration of this clinic, in collaboration with community partners, to address the escalating demand for mental health and addiction care at the local level.

CND OHT Neighbourhood Care Connect Project

Leveraging local data analysis, we pinpointed key areas in

Cambridge with low uptake of preventative care screening. Through a collaboration with the Kinbridge Community Association and with support from the Waterloo Region Nurse Practitioner-Led Clinic (WRNPLC), we initiated a pop-up pap clinic to address low uptake of pap screening in that community with an equity lens. Though initial uptake has been gradual, we are committed to continuing these clinics into 2024/2025 and potentially expanding their scope. Individuals attending the pop-up pap clinic without a primary care provider have been linked with primary care through the WRNPLC. The ultimate objective of this initiative is to provide preventative care screening at the Kinbridge Community Association location, with the assistance of WRNPLC, Langs CHC, and the Region of Waterloo Public Health.

Death Certification in the Community

Collaborating with the Department of Family and Community Medicine at Cambridge Memorial Hospital, we implemented a new workflow to support primary care physicians responsible for expected death pronouncements in the community. The CND OHT was uniquely positioned as the coordinating structure to bring together family doctors, regional coroners, funeral home directors, paramedics, and police, to streamline the on-call procedure, allowing for greater flexibility in paperwork completion. This project has proven immensely successful, significantly enhancing the efficiency of the process and improving provider wellbeing.

Health Care Navigation Community of Practice (CoP)

In collaboration with the KW4 OHT, we launched a Health Care Navigation Community of Practice (CoP). Our inaugural meeting was met with resounding success, with 21 navigators in attendance. The event proved highly informative, with 91% of attendees reporting

newfound knowledge directly applicable to their work. The CoP has played a pivotal role in facilitating knowledge exchange and professional development among health care navigators.

Online Appointment Booking (OAB)

We continue to champion digital solutions in CND OHT to support improved access for patients. We had 64 sustained licenses and 22 net new licenses in 2023/2024.

Best Practice Spotlight Organization (BPSO) OHT

CND OHT takes pride in partnering with the Registered Nurses Association of Ontario (RNAO) as a BPSO OHT alongside Cambridge Memorial Hospital and Langs CHC. This collaboration aims to collectively address best practice guidelines and pursue quality improvement across the healthcare sector. We are kickstarting this endeavor by adopting the Transitions in Care and Services Best Practice Guidelines with our partners, aiming to enhance both patient and provider experiences. Our kickoff Champions training was well attended with 25 participants from our two partner organizations.

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

Over the past year, our CND OHT Patient and Family Advisory Council (PFAC) has made significant strides in its journey toward maturity. Our dedicated members have seamlessly integrated themselves into various strategic, leadership, and operational groups across the OHT, actively contributing their invaluable insights to inform key priorities and strategic decisions. Our PFAC meets monthly and with a dynamic membership of five individuals, shines as an example of collaborative effort and our OHT's dedication to patient-centered care.

Moreover, we are embarking on a promising collaboration with the Ontario Caregiver Organization, aiming to ensure that caregivers play an integral role in all facets of our work.

In addition, our efforts extend beyond the healthcare sector as we forge partnerships with community organizations to address broader population health needs. The inclusion of Kinbridge Community Association as an affiliate member in 2023 enabled us to adopt a grassroots approach to our initiatives. Together, we are crafting innovative health messaging and outreach strategies tailored to the diverse needs of those accessing their services. As we look ahead to 2024/2025, we are eager to build upon this foundation and extend our outreach to other community associations, further amplifying our impact.

SUPPORTING UNATTACHED PATIENTS

In each population health initiative undertaken by the CND OHT, we incorporate pathways designed to seamlessly connect patients with primary care services. Notable instances from 2023/2024 include our innovative Pop-Up Pap Clinic, where every patient seeking care was proactively enrolled with the Waterloo Region Nurse Practitioner-Led Clinic if not already attached to primary care. Similarly, our C-MAC project mirrored this approach, prioritizing the attachment of individuals to primary care wherever feasible.

Prioritizing unattached patients stands as a cornerstone of our mission at CND OHT. However, our ability to effectively target these efforts hinges greatly on access to timely and dependable data.

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, 2024**

Lindsay Beuermann, cQIP lead

Other leadership as appropriate

Other leadership as appropriate
