

Collaborative quality improvement plan (cQIP)

Narrative for Ontario Health Teams

March 23, 2023



PROVIDE AN OVERVIEW OF YOUR OHT AND PATIENT POPULATION

The Cambridge and North Dumfries OHT is located in Southwest Ontario and has an attributed population of approximately 150,000 people. Our OHT serves patients primarily from Cambridge, Kitchener and North Dumfries and is growing. the population of Cambridge and North Dumfries has grown by 10% over the last 5 years with an expected population of 176,000 by 2031.

Some key highlights about our patient population:

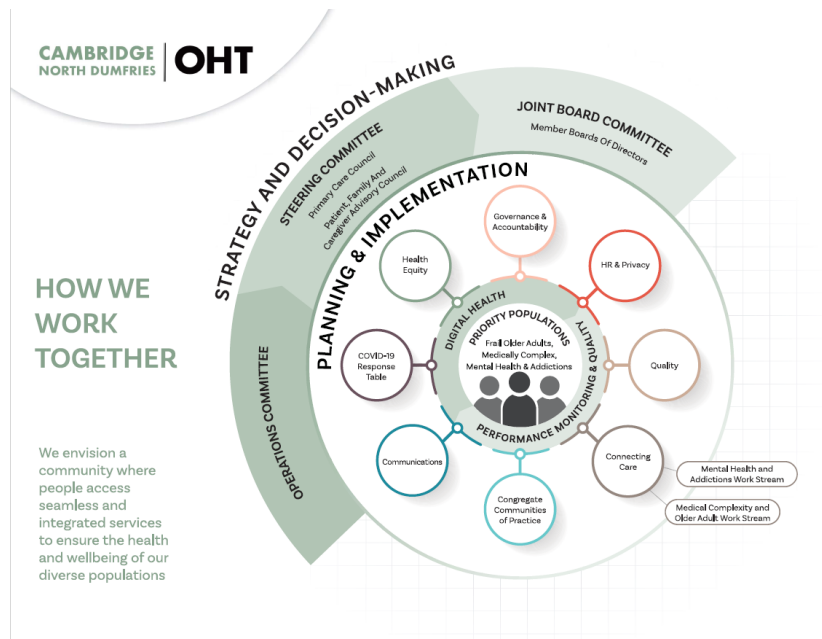
- 16% of the population is over 65 years old (and growing!) in both Cambridge and North Dumfries
- Recent immigrants (2011-2016) make up 14.7% of the total population of Cambridge and North Dumfries
- Top 5 health conditions in CND OHT by CIHI Grouper include: Joint/Tendon Disorder and Injury, Acute ENT Upper, Respiratory Condition, Signs Symptoms Digestive & Hepatobiliary System, Diabetes Mellitus, and Other Viral Infections

The CND OHT envisions a community where people access seamless and integrated services to ensure the health and well-being of our diverse populations. Our Strategic Priorities include 1) putting patients, families and caregivers at the centre of a re-designed healthcare experience, 2) improve collaboration, care coordination and knowledge sharing across all partners, and 3) reduce barriers such as discrimination, stigma, culture and language to improve access to care.

We are a Cohort 1 OHT, established in 2019 prior to the start of the COVID-19 pandemic. Much of the work conducted in the early days of our OHT was bringing community partners together to respond

to local needs during COVID-19, including procurement of personal protective equipment, coordinated response and support in vulnerable sectors, information sessions for clinicians and community members as well as vaccination clinics. Through this work, we established important cross-sector relationships in our OHT. To date, we have 22 members and 20 affiliate members.

The CND OHT follows a collective impact model, with a focus on participatory and collaborative planning, decision making and strategy. Various committees and groups work together to support the OHT.



DESCRIBE YOUR OHT'S GREATEST QUALITY IMPROVEMENT (QI) ACHIEVEMENT FROM THE PAST YEAR

Our OHT's greatest achievement has been creating a foundation for sustainable quality improvement, embedding it in all aspects of our OHT, from our governance to our front-line clinicians. There are three components that inform our foundational efforts.

1.) 2022-2025 CND OHT Strategic Framework

The CND OHT Strategic Framework was developed in partnership with diverse stakeholders to identify local priorities and needs. The framework is a three-year endeavour that complements the CND OHT's Ontario Health OHT Plan. Progress on the Strategic Framework is measured through the CND OHT Performance Monitoring Framework and reported to the CND OHT Steering Committee and Joint Board Committee.

2.) CND OHT Quality Co-Design group

The purpose of the Cambridge and North Dumfries Ontario Health Team (CND OHT) Quality Co-Design Group is to influence and inform systemic transformation initiatives to achieve seamless health care for the residents of Cambridge and North Dumfries. The efforts of this group align with the other CND OHT Operations Work Streams to achieve a fully integrated and mature OHT for the residents of Cambridge and North Dumfries. The aim of the CND OHT Quality Co-Design group is to enable and influence performance improvements within Cambridge and North Dumfries through advanced analytics and strong information-sharing practices. Our membership reflects the full continuum of care in Cambridge and North Dumfries to support our OHT quality agenda.

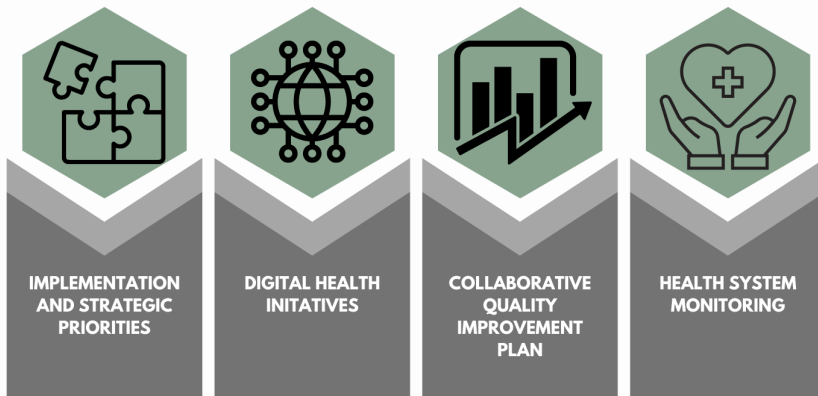
3.) Performance Monitoring Framework

Performance monitoring is a vital component of high-performing health systems. They aim to monitor, evaluate and communicate

broad health system objectives of effectiveness, equity, efficiency, responsiveness and productivity. The CND OHT performance monitoring framework is meant to be a living framework; one that is reflective of our OHT and the work we do with our members to improve healthcare in Cambridge and North Dumfries. Our Performance Monitoring Framework is anchored by four pillars; Implementation and Strategic Priorities, Digital Health Initiatives, Collaborative Quality Improvement Plan, and Health System Monitoring.

**CAMBRIDGE
NORTH DUMFRIES** | **OHT**

Performance Monitoring Framework Pillars



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2022-2025 STRATEGIC FRAMEWORK

OUR VISION

We envision a community where people access seamless and integrated services to ensure the health and wellbeing of our diverse populations

OUR VALUES

Inclusive | Connected
Accessible | Adaptable



OUR STRATEGIES

CORNERSTONE PRIORITY: Transform the healthcare journey

1. Put patients, families and caregivers at the centre of a re-designed health care experience.
2. Improve collaboration, care coordination and knowledge sharing across all partners.
3. Reduce barriers such as discrimination, stigma, culture and language to improve access to care.

TRANSFORMATION ENABLERS

Innovate, learn and continuously improve

1. Measure and monitor the impact and effectiveness of our OHT, and adapt strategies and priorities as needed.
2. Collaborate with other OHTs to drive innovation and accelerate transformation.
3. Evolve the governance of our OHT to promote transparent and collaborative decision making.

Advance reconciliation and foster diversity, equity and inclusion (DEI)

1. Develop a Reconciliation Action Plan in partnership with Indigenous communities.
2. Eliminate experiences of stigma, racism, oppression and inequity for patients and providers.
3. Improve the experience and outcomes for vulnerable populations.
4. Develop a DEI human resource strategy so our teams best reflect the diversity of our community.

Enable the full potential of our health human resources

1. Optimize the roles and functions of health human resources across our OHT.
2. Collaborate on human resource planning to increase capacity and promote recruitment and retention across all OHT partners.
3. Partner with healthcare providers to improve the provider experience and wellbeing.

ENABLING STRATEGY: Implement digital health tools to increase access to care, improve care coordination and collaboration and to enable evidence-informed planning and decision-making.

To learn more about the Cambridge North Dumfries Ontario Health Team visit www.cndoht.com

DESCRIBE PATIENT/CLIENT/RESIDENT/PROVIDER ENGAGEMENT AND PARTNERING

In early September 2022, the CND OHT launched the OHT's Patient, Family and Caregiver Advisory Council. The group has been meeting monthly and has established a governance structure, including the identification of a Chair and alignments with the CND OHT Steering Committee and Joint Board Committee. These deliberate links have contributed to centering patient, family and caregiver voices in CND OHT planning and decision-making.

Please see below for a quote from Luci Santamaria, CND OHT PFAC Chair regarding her experience partnering in the execution of the CND OHT Plan:

- Our PFAC was established in September 2022. We have a diverse range of members which allows for a broad perspective pertaining

to Patient and Family needs. We have built a community of trust where members partake in a model of collaborative decision-making, and our members have determined priorities. Our current priorities align with the Ministry Direction, and we are grateful that we have the opportunity to impart our voices to improve care in our community.

Additionally, a PFAC member shared:

- Since joining the PFAC I've been excited to learn more about the CND OHT and its current and potential impact on our community. I'm proud to represent as a patient and caregiver on this advisory council to have my voice heard by the leaders of healthcare in Cambridge.

The PFAC has been involved in consulting on several CND OHT projects and is launching a second round of PFAC recruitment to increase membership, with representation targets, in early 2023.

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
