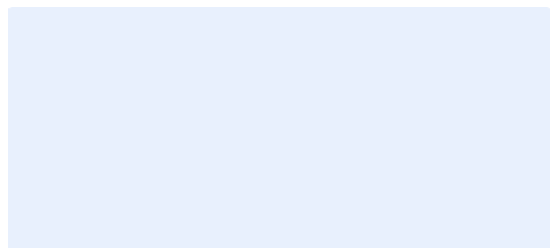


Let's Make Healthy
Change Happen.



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



4/5/2019

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 Algoma Nurse Practitioner-Led Clinic continues to work on developing an organizational culture of quality improvement. With a small team, the Algoma NPLC is working on developing strategies to maximize capacity and resources internally to gather reliable data that is both relevant and helpful to our primary care services and programs. This will assist us with short and long term planning and decision making to improve the quality of patient care we provide.

Our patient population includes individuals across the life span and is a good representation of our community demographics. Our population breaks down by age into the following categories:

0-19: 19%
20-44: 39%
45-64: 29%
65-84: 12%
85+: 2%

With a higher proportion of those 45 and over, we have developed chronic disease self-management (CDSM) programs for a few years with many patients participating, including community members who are not registered to our clinic. Finally more recently, we've experienced a significant influx of patients living with chronic pain. A group program aiming to enhance daily coping and management of chronic pain is offered to this population.

Describe your organization's greatest QI achievement from the past year

In 2018-19, we have added a significant number of patients living with chronic pain to our roster. Many of them have been on opiate based therapy for many years and reported not being aware of any other strategies which could potentially have a positive impact on their quality of life. Our team immediately identified this situation as a unique opportunity to offer life changing knowledge to a very vulnerable population.

During the Fall, we offered a 7 week chronic pain management education program. The sessions are highly participatory. Mutual support and success builds participants' confidence in their ability to manage their health and maintain active and fulfilling lives. Considering we only had one staff available to facilitate the program, we had to limit the attendance to 12 participants. Near the start date, we were pleasantly surprised to have more demand than expected. Attendance was also very high with at least 10 participants present at each session. At the end of the program, participant review was unanimous: the information received undoubtedly improved their quality of life. Whether it was the cognitive exercises, action plans and meditation to reframe negative thoughts or finding realistic ways to integrate physical activity or even understanding how diet and sleep significantly influence pain tolerance, participants described the information as very relevant and useful. Furthermore, two participants developed a great friendship. Through the program they were able to fill a void frequently seen in patients living with chronic pain: loneliness. In the future, we would like to better measure the clinical impact of such life changing programs by using standardized validated tools to assess Quality of life and pain management at the beginning and at the end of the program. Finally, we aim to reach a greater number of patients living with this debilitating condition by offering this program twice in 2019-2020.

Patient/client/resident partnering and relations

We share our QIP with our patients by posting a copy of it in our Welcome Area and highlights in our newsletter. For 18/19 we will post it on our clinic website for easier access for our patients and community members.

We have sought patient engagement and feedback through paper and phone surveys. As for the previous year, for 18/19, we would like to expand our patient engagement tools to include a focus group.

Workplace violence prevention

The Algoma NPLC has always made staff safety and workplace violence a priority. Through our Health and Safety program and policies we ensure staff are aware that their safety is our utmost priority and this has helped to grow a culture of safety in our organization. We complete regular staff training on safety topics, including all mandatory safety training. We have also implemented a personal alarm system that all staff are required to wear and utilize should they need assistance at any time. Our workplace violence policy also includes a domestic violence policy to ensure staff are able to feel safe at work at all times. Staff feedback is vital to the success of our workplace safety program and our workplace violence and safety survey is completed regularly.

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 Wendy Payne _____ (signature)
Quality Committee Chair or delegate Cathy Nichols _____ (signature)
Executive Director/Administrative Lead Dominic Noel _____ (signature)
Other leadership as appropriate _____ (signature)