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Change Happen.



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



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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.

[ontario.ca/excellentcare](http://ontario.ca/excellentcare)

## Overview

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

The GNPLC Team and Boards greatest QI achievement in the past year was our incredibly fast, efficient and successful recovery from the disastrous fire that devastated the clinic on January 14, 2018.

Patients were notified immediately and re-booked and seen within 39 hours of the call to 911 - Fire.

Local health care partners lent our Nurse Practitioners and administrators space until a temporary location was set up within one week. Our initial work was done on folding tables and chairs from a local party rental shop and several kids desks from home. We were also able to pull back exam tables from our out-patient sites, local shelters and the high school. We also were able to borrow folding massage tables. Two key supporting clinics were the Huronia NPLC and the Brock CHC who lent us equipment on the 15th of January! In addition, thanks to quick deliveries from Surgo and Medical Mart the clinic was able to obtain critical equipment within the first week.

Our amazing staff and key board members worked diligently so that the GNPLC was able to continue to provide patient care in a less than optimum space with limited equipment.

Over the year the clinic re-initiated all in-clinic and out-patient programs and services and obtained an unprecedented overall patient satisfaction score of 99%.

### Patient/client/resident partnering and relations

The clinic went through an EMR transition to Accuro from Nightingale over the past year. The process was excruciating as the data was not provided in a usable fashion from the start and a lot of negotiation was necessary. Accuro went live with the clinic September 2017 and the staff were required to run the 2 systems until the data migration was complete and correct. There was difficulty with working through the data review, analysis and testing due to the fire of Jan 2018. We finally received the import of our data from Nightingale in August of 2018.

We continue to have some challenges with our data extraction due to the variation of data input and storage between the 2 programs.

We were pleased to welcome a Quality Improvement and Information Support person in June 2018 who is housed in our location but also provides QIIMS services to 8 other NPLCs. This person works closely with the other QIIMS in sharing data practices and improvement concepts and we are looking forward to a more coordinated approach to our QIPs across the sector.

We have continued our strong links with the four local pharmacies and worked collaboratively during the influenza season to ensure the maximum number of clients received the flu vaccine. The clinic offered flu vaccines five days a week and promoted receiving flu shots through our web site and flyers.

The clinic provides outreach services to the local aboriginal community through weekly primary care visits to the Chippewa's of Georgina Island Health Center and invitations to group sessions at the clinic site. We also provide outreach primary health care to two local shelters through weekly visits to Sandgate Woman's Shelter and the Salvation Army Youth Shelter. To support our mental health population we provide in home care to two group homes with bi-weekly visits as well as support many of the residents from other group homes in our region. The clinic also works collaboratively with York Region Public Health in providing a Sexual Health Clinic to two high schools in our region.

Our Dietitian also visits the Georgina Food Pantry monthly and provides a seasonal recipe with samples to the residents accessing the service. The dietitian visits elementary schools in York Region for the CAPC program which promotes healthy

development of young children for vulnerable or low income families. The clinic participates in meetings with Hospice Georgina and works closely with the CCAC and the Palliative Outreach Team from Southlake Regional Health Center when caring for our palliative clients.

Group programs provided by the clinic include: CAPC, CHEFs's Cooking program - Youth Shelter, Craving Change, Food Demo, FLA:D - Osteoarthritis, Infant CPR Course, Kidney Program, STOP Smoking Cessation, Summer Cooking Camp and Woman's Wellness.

The Clinic has representation on committees with our local Health Link and our LHIN (Central LHIN 8).

### **Workplace violence prevention**

The GNPLC Policies for harassment and violence were rewritten to include the new legislative changes and were last reviewed August 2018. These policies are reviewed upon hire and on an annual basis with all staff.

The patient code of conduct poster is posted in both waiting rooms.

The clinic staff have all had enhanced privacy training in relation to current legislation.

### **Contact Information**

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