

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 27, 2026



COMPASS
COMMUNITY HEALTH



**Ontario
Health**

OVERVIEW

Compass Community Health (Compass) is committed to providing excellent, community-focused, comprehensive primary care services combined with a wide range of health promotion and community development services. We strive to meet the needs of our community and clients through compassionate care and innovative practices. Our vision of “No Obstacles to Health” engages staff at all levels to ensure that we meet the needs of our underserved community. In keeping with the mandate of CHCs across the province, our Health Centre – through its programs and services – seeks to address the broad range of determinants of health, including income, education, community, environment, and employment.

Compass is committed to quality as a fundamental strategy and enabler to achieving our goals. The Quality Improvement Plan (QIP) is one component in our overall planning and quality process. The QIP goals for 2026/27 derive from our strategic directions: Enable Health Equity and Belonging, Invested in Targeted Growth, and Mobilize Digital Health. The QIP is integrated with our strategic plan, our Governance Action Plan, our Multi-Sector Accountability Agreement, and the Canadian Centre for Accreditation standards. A QI committee involving staff from various departments meets regularly to support an integrated approach to QI and annual QIP development.

ACCESS AND FLOW

The Primary Care QI team conducts monthly reviews and discussions focused on improving timely access to care. Current strategies include schedule combing, monitoring Third Next Available (TNA) data, improved flagging of cancelled appointments to enable same-day reassignment, and appropriate use of same-day appointment holds. The client impact of these initiatives is monitored through the client experience survey. Use of the Ocean electronic referral system enhances connection and communication with external health care providers. Our CRE/PCAP coordinator provides STOP and spirometry testing to flag and confirm COPD diagnoses and to expedite referrals to pulmonary rehabilitation for eligible clients. To support timely post-hospital discharge follow-up, RPNs have been incorporated as a potential first point of contact within seven days, supported by a new EMR workflow that enables RPNs to flag discharge notifications, initiate follow-up calls, and book MD/NP appointments as required. We continue to utilize a nurse practitioner in providing temporary access to primary care for individuals with complex needs and who are seeking permanent attachment to a permanent primary care provider.

EQUITY AND INDIGENOUS HEALTH

Intentional and meaningful land acknowledgements that include educational segments are held at monthly all-staff meetings and are an opportunity to ask questions, learn about, and celebrate Indigenous communities and the history of the land. The Racial Justice, Diversity and Inclusion (RJDI) Committee at Compass continues to host learning activities and events throughout the year. In September 2025 to mark the National Day for Truth and Reconciliation, the RJDI Committee presented to all-staff on examples of Truth and Reconciliation in practice across Canada,

including a video on Indigenous water insecurity. Opportunities for Indigenous cultural safety training continue to be shared and participation among staff is encouraged. Compass is committed to the ongoing collection of client sociodemographic data through in-person, telephone, mail-out, and online (Ocean) methods. In line with the Ontario Health health equity questionnaire, this includes race/ethnicity data and a specific question on Indigenous identity. Through our partnership with the Indigenous Diabetes Health Circle, the Foot Health Program has provided urgent foot and wound care services to individuals displaced by forest fires, ensuring timely, culturally responsive support during this vulnerable period.

In an effort to cultivate a culture at Compass that will enable long-term and systemic action, reflection and consultation on issues pertaining to institutional racism, multi-systemic inequalities, and various other forms of oppression, the Health Centre will be embarking on a community-based participatory action research based project throughout 2026-27. The research will focus on our health services, social determinants of health, and social determinants of equity as it relates to Compass staff and clients.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The continued use of surveys for collecting feedback helps us partner with our clients and maintain insight into their care journey along with areas for improvement. Some of the surveys in use include post-program evaluations and our annual client experience survey to understand met and unmet needs. As an example, the feedback received from our clients has allowed us to monitor client perception of appointment availability while the primary care team continues their work on advanced access. Improved attendance at our Breakfast Club program has been observed after surveys with families and meetings with school principals collectively led to moving the program directly within schools.

We will maintain our QIP indicator for 2026/27 that aims to improve client uptake of online appointment booking for primary care services while we continue to gather feedback on how to improve the online booking experience through system improvements. Our annual Park 'n' Party event brings staff, clients, community partners, and other members of the community together to enjoy food, entertainment, games, and prizes, while sharing and learning about community resources and supports available. We are further developing and refining our community engagement strategies to strengthen collaborative relationships and inform future program and service planning, beginning with the development of draft guidelines to be shared with staff for input.

PROVIDER EXPERIENCE

Compass supports staff wellness through a number of events held throughout the year. Staff contributions are valued and recognized through our employee recognition awards program, along with an annual staff breakfast event. Our annual Learning Week includes education sessions with guest speakers and interactive activities, while our dedicated Workplace Wellness Committee engages staff throughout the year with planned events such as seasonal photo contests, physical activity challenges, and general wellness activities. Progress made over the last few years includes: the introduction of cultural days as paid time off, an increase in professional development funding, an increase in health care spending account contributions for eligible staff, participation in a workplace perk program, and a work from home policy. Feedback is regularly collected through surveys following staff events as well as through our annual staff engagement survey, ensuring staff voices are heard and used to inform ongoing improvements.

SAFETY

A number of policies and processes are in place to help reduce and mitigate risk of harm to clients (e.g., medication reconciliation, consent to care, safe prescribing practices for narcotics and other controlled substances). Advanced EMR functionality supports safe medication management through automated alerts for drug interactions and allergies. Ongoing enterprise risk management is spearheaded by the Risk Champions Committee, supporting a proactive environment for staff to identify risks in their departments. A risk registry is maintained, all submitted risks are reviewed and, when required, are escalated to Leadership. This risk registry is reviewed by the Board of Directors annually who are also updated quarterly on mitigation strategies for risks with the highest level of exposure.

Our incident report is used as a tool for reporting incidents or near misses and logging actions taken to prevent recurrence. Individuals affected by critical incidents, particularly those resulting in procedural or policy changes, are informed by Leadership of the actions taken. An annual summary of incident reports is reviewed each year by Leadership and the Board.

PALLIATIVE CARE

Compass continues to engage with GPS Navigators with their initiative to improve equitable access to compassionate palliative care for uninsured individuals facing life-limiting illness. We are actively engaged with the GHHN Palliative Care Model of Care Local Implementation Collaborative to ensure that the voices and lived experiences of marginalized clients meaningfully inform their recommendations. Compass remains committed to supporting staff who wish to pursue continuing education in palliative care strengthening our collective capacity.

POPULATION HEALTH MANAGEMENT

Food Security: Our Fruits and Vegetables Prescription ('FVRx') food box initiative in partnership with a local online grocery store has been successful in providing clients with access to affordable fresh produce. The recent expansion of our community garden has increased both the total number of garden beds and the number of accessible beds, improving capacity and inclusivity.

Cancer Screening: The Health Promotion department's Prevention Specialist has been reaching out to clients identified as eligible by their primary care provider to provide education on breast and colorectal cancer screening, while also supporting them with other health goals they may have (e.g., connecting a client with diabetes to their diabetes provider).

Breakfast Club: Community engagement highlighted barriers that prevented some families from accessing the program. By relocating the program directly into schools, participation has increased to more than double the number of children served.

System Navigation: This program offered by our Health Promotion team is available to seniors requiring assistance with accessing community services related to transportation, mental wellness, social connections, physical activity, volunteering, and creative expression.

Lower Limb Preservation: Our continued partnership with Hamilton Health Sciences for the Lower Limb Preservation project ensures that all individuals at risk of diabetic foot complications have equitable access to timely, specialized care including access to chiropodial care, wound care, and off-loading devices at no cost. Ongoing funding through Ontario Health supports the provision of Tier 1 offloading devices for high-risk diabetic clients. The funding ensures that individuals accessing care in any one of the Foot Health Program's thirteen locations have equitable and streamlined access to best-practice offloading interventions.

Gender Affirming Care Clinic: Our Primary Care team and Two Spirit and LGBTQIA + Client Advocate initiated a Gender Affirming Care Clinic that offers medical and peer support to individuals looking to transition.

CONTACT INFORMATION/DESIGNATED LEAD

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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

Board Chair

Quality Committee Chair or delegate

Executive Director/Administrative Lead

Other leadership as appropriate
