

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 21, 2024



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 2024/25 derive from our strategic directions: Clients and Community First, Leading with Excellence, Innovative Partnerships and Strong Internal Core.

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

Our primary care team is participating in a learning collaborative led by Alliance for Healthier Communities that involves an examination of advanced access measures to support increased efficiency and improved timely access to care. Further, a partnership with Hamilton FHT is supporting a nurse practitioner to provide temporary access to primary care services for individuals seeking to connect to a permanent primary care provider. Compass is also participating in a grant-support partnership with a community of organizations seeking to improve access to palliative care supports and home care for refugee clients in the Hamilton region and beyond.

ADMINISTRATIVE BURDEN

Compass has embraced the Ocean electronic referral system to enhance connection and communication with internal and external health care providers and improve the patient experience. Since March 2022, the opportunity for patients to view availability and book appointments for certain visit types online has been available. Standardized EMR forms exist for our sector to support monitoring and reporting on key indicators such as cancer screening and collection of sociodemographic information. Compass HIS team members attend regional user group meetings and community of practice meetings to share ideas and strategies for supporting the streamlining of workflows and customization at an organization level.

EQUITY AND INDIGENOUS HEALTH

Intentional and meaningful land acknowledgements 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, such as the display of Black History in Canada Timeline posters and art. At a recent all-staff Learning Week event, the RJDI Committee engaged staff in conversations on health equity to help build a template for future education and training sessions. Further, Compass is committed to the ongoing collection of sociodemographic information and will be taking part this year in the rollout of a revised health equity form recommended by Ontario Health.

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 examples include: post-program evaluations and our annual client experience survey to understand met and unmet needs.

We hold an annual Park 'n' Party event each summer that 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.

PROVIDER EXPERIENCE

Compass supports staff wellness through a number of events held throughout the year. Staff contributions are valued and recognized through innovation awards and a “February Thaw” breakfast gathering. Our annual staff Learning Week includes education sessions and interactive activities. Our dedicated Compass Wellness Committee engages staff throughout the year with planned events such as photo contests, physical activity challenges, and mindfulness tips.

Opportunities for improvement can be brought forward to Leadership or Wellness Committee representatives. Feedback is regularly collected through surveys following staff events such as our Learning Week sessions, as well as through our annual staff engagement survey.

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 receive care, prescribing narcotics and other controlled substances). We have advanced features in our EMR to alert for drug interactions and allergies when managing medications. Our incident report is used as a tool for reporting incidents or near misses and logging actions taken to prevent future risk. Anyone affected by critical incidents, particularly those resulting in procedural or policy changes, will be informed by Leadership of the actions taken. An annual incident report is reviewed each year by Leadership and the Board.

POPULATION HEALTH APPROACH

Our social prescriber works with newcomers and individuals from racialized groups to help them access various supports such as career exploration, physical activity, financial assistance, and their social life. The social prescriber also works in collaboration with the Alliance for Healthier Communities to further develop this program, as well as the Links2Wellbeing program to remove access and transportation barriers for clients who are eligible for the seniors active living centres and their programs. 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. Our Compassionate Movement program, led by an occupational therapist and physiotherapist, supports individuals living with persistent pain through active practice of chronic pain self-management strategies. Education focuses on promoting self-compassionate dialogues while moving with pain, exercising, or completing activities of daily living, and mindful movement is incorporated that focuses on applying self-compassion to moving with pain.

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
