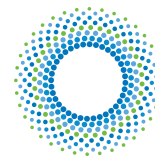


Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 16, 2023



COMPASS
COMMUNITY HEALTH



**Ontario
Health**

OVERVIEW

Compass Community Health (Compass CH) 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.

Leveraging the Health Centre’s value of Accountability, Compass CH 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 2023/24 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 was formed last year to support a more integrated approach to QI and annual QIP development. The committee meets on a monthly basis.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

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 to support the updating of exercise and education interventions, our annual client experience survey, and 'wellness check' survey to understand met and unmet needs.

A collaboration with communications students from Mohawk College led to hosting a virtual "TEDx" talk to raise awareness of programs and services available at Compass CH, as well as collecting client feedback for our organization's website and waiting area TV monitors. We were also pleased to return to offering our annual Park 'n' Party community engagement event last summer that was on hold previously due to the pandemic.

Working together with our clients to ensure that they are able to reach their optimal health goals is the goal of every staff and Board member. We want to ensure that we provide a welcoming and inclusive environment for everyone that we provide care for.

PROVIDER EXPERIENCE

Compass CH 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 last year, an interactive afternoon organized by our Wellness Committee that included seated yoga, potting of cacti in our greenhouse, and a team-building scavenger hunt. Our dedicated Compass Wellness Committee engages staff throughout the year with additional activities such as photo contests and a cookbook filled with staff contributions. Staff also had the opportunity last year to participate in an Indigenous virtual art session.

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.

WORKPLACE VIOLENCE PREVENTION

Compass CH is committed to providing a safe, healthy, and supportive work environment by treating all staff, learners, volunteers, and clients with respect, fairness, and sensitivity. Our Client Declaration of Values and Responsibilities is posted publicly on our website and in waiting areas. All staff receive information regarding the occupational health and safety and violence prevention programs at the Health Centre upon hire as part of their orientation, as well as refresher training throughout the year at all-staff meetings, led by our Occupational Health & Safety Committee.

Our Violence Prevention Policy defines behaviour that constitutes workplace violence and explains procedures for reporting and resolving such incidents. A staff reference guide offers practical strategies for dealing with escalating situations. Emergency response buttons are available in every workspace throughout the health centre to activate prompt staff support when needed.

The Racial Justice, Diversity, and Inclusion Committee seeks to highlight the diverse experiences and beliefs of staff and clients at Compass CH. A similar committee exists for our Pathways to Education program, and invites students to be involved. In addition, the Risk Champions Committee has helped establish a culture of risk management, engaging all staff in the identification and reporting of risks through anonymous submission boxes or their departmental risk champion, and supporting timely mitigation.

PATIENT 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.

HEALTH EQUITY

Sociodemographic data, including racial/ethnic group, gender identity, sexual orientation, and disability, is collected upon initial client registration. We strive to provide clients the opportunity to update this information at least every three years. Additional staff support during the summer months is allocated to this. We initiated a 'Wellness Check' survey in 2022, seeking to identify barriers to health and well-being (e.g., food security) among clients to inform program and resource development.

In 2022, we adopted a new vendor for our phone interpretation services to improve access for clients with a language barrier. 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. Through group programming, such as our walking programs and interactive anti-fraud workshops for seniors, participants have the opportunity for social connection. Compass CH has a mobile device lending program for clients, including our Pathways to Education students. These students also have access to computers and laptops during programming hours to complete homework or write up a resume.

Our food security initiatives include: community gardens programming, breakfast club for local school children, a partnership with Welcome Inn food bank, a community fridge, and our very own Food Security Specialist who initiated a Fruits and Vegetables Prescription ('FVRx') food box and helps clients connect to resources across the city.

CONTACT INFORMATION

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OTHER

We are proud to share that in December 2022, we were successfully accredited once again through the Canadian Centre for Accreditation, a third-party review that promotes quality assurance and improvement in community-based health services. Compass is viewed as a welcoming, safe, and inclusive organization, with a passionate team providing client-centred care and engaging with community partners to further support clients and advance health equity.

Compass has embraced the Ocean electronic referral system to enhance connection and communication between internal and external health care providers and improve the patient experience. We are also involved in the online appointment booking pilot funded by Ontario Health, allowing clients to view availability and book appointments for certain visit types online.

Assessing clients who could benefit from a holistic review of their palliative care needs remains on our Quality Improvement Plan. A working group was formed in 2021, with members completing the CAPACITI virtual training program in 2022 and exploring current practices and challenges. Staff across our organization are presently engaging in a thoughtful and collaborative journey that will help operationalize a palliative care approach in the coming years.

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
