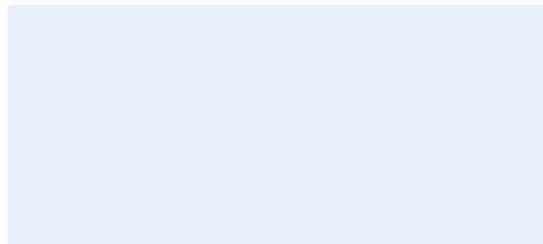


Let's Make Healthy
Change Happen.



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



6/30/2022

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

Overview

The Beamsville Medical Centre Family Health Team is dedicated to providing exceptional, interdisciplinary, well-rounded care and is committed to collaborating with other services and organizations to better serve our patients and community. Our team is constantly striving to improve and grow as a team.

While the COVID-19 Pandemic has been unsettling for our patients and staff, the Beamsville Medical Centre Family Health Team has made the physical and mental wellbeing of our patients, staff and visitors our first priority. The management of the BMCFHT continues to make necessary changes to adapt our practice to both in-house appointments and telephone / virtual appointments in order to ensure that our patients' medical needs continues to be met in these unprecedented, challenging times. Our main concern continues to be the safety and well-being of our patients and staff.

Although the clinic is operating with some reduction in in-person visits and slightly reduced hours, the practitioners proactively connect with patients through virtual/telephone care from home and/or from the clinic. Using our EMR for electronic communications with our patients (i.e. photos, notes / letters) has allowed the practitioners to continue to provide the highest quality of care to our patients.

We continue to have residents, medical students and nurse practitioner students learning and providing care to our patients. Our allied health professionals include social workers, a dietitian, a diabetic educator, a pharmacist, a hypertension nurse, a chiropodist and a nurse practitioner who have continued to collaborate to service the needs of our patients both in-person and virtually.

We monitor our progress on a monthly basis and are pleased with our progress. Our Quality Improvement Plan (QIP) continues to help us achieve our Mission and realize our Vision as we focus on supporting the province's Quality Agenda including improved access through measuring supply and demand, measuring our clients experience with respect to getting service the same day or next day, as well as obtaining client feedback on access.

Client experience guides our service delivery and program development. To this end, client experience and service responsiveness will continue to be monitored and reviewed using client feedback. Lastly, quality is one of our overarching strategic priorities and related objectives and indicators are closely monitored by both our Administrative Staff and Board of Directors.

Reflections since your last QIP submission

Our Family Health Team continues to provide high level integration and continuity of care to our patient population. All physicians fully participate in hospital care and are the responsible physician for our patients (when admitted to our local hospital, the West Lincoln Memorial Hospital). We thus provide ongoing care and follow up when our patients are admitted to hospital and discharged, often doing house calls once discharged from the hospital (if needed).

BMCFHT quality initiatives, focused on health promotion / prevention continue to make positive strides. For example, BMCFHT's Research Assistant monitors monthly data regarding individuals eligible, but yet to receive preventive cancer screening. The Research Assistant then uses those lists to offer screening thereby increasing screening rates. This has proven to be very effective even though patients were often reluctant to come to the clinic during the pandemic. This is complimented by a performance results of 82.6% of female patients aged 23-69 years who had a pap test within the previous three years.

BMCFHT looks forward to continuing to grow and develop, and we are grateful to have support and guidance from Health Quality Ontario on our quality journey.

Patient/client/resident partnering and relations

BMCFHT continues to develop quality programs and services virtually that are responsive to the changing needs of our patients and community. Patient engagement is essential to these outcomes.

BMCFHT has been conducting client engagement surveys since we began providing services in 2006. Valuable client feedback has helped guide our programs and services design and delivery. This information is shared with the patients, staff, and our Board of Directors.

The Board of Directors (the 9 physicians) are given their own personal performance measures every 3 months where they are compared to other physicians at the FHT as well as provincial and national averages for certain metrics. Making them aware of their performance allows for ongoing improvement. They are made aware of how our FHT measures up to other primary care groups for certain benchmarks where available (percentage of patients seen within 7 days of hospital discharge to name one).

The Beamsville Medical Centre FHT has been fully computerized since 1999. This enhances the quality of care we can provide our patients. Every 3 months searches are run to evaluate how our FHT is doing in certain conditions (Diabetes, hypertension) and we compare our statistics to provincial/national averages to see what areas we can improve in.

While the pandemic did not allow for some in-person programs, Our AHP team continued with the STOP program for smoking cessation, nutrition challenges, cholesterol & diabetic education, walk across canada, as well as the hypertension management program virtually.

Our mental health social workers continued to collaborate with other mental health workers in the community (virtually) and have begun to set up quarterly meetings, monthly impromptu groups and chats to better support one another and allow for more continuity of care within the mental health realm in Niagara. We look forward to this continued collaboration going forward.

Finally, we feel transparency in our organization shows our commitment to quality improvement. To see our statistics, please visit <http://www.beamsvillefht.com/information-2/clinic-statistics>.

Provider experience

BMCFHT continued to provide in-person patient care throughout the pandemic. BMCFHT implemented new procedures in the clinic for staff and patients as per public health guidelines. Virtual care became a key tool for our Physicians, Nurse Practitioner, & Allied Health Professionals. Services were provided by in-person or by virtual visits (online or by phone) throughout the pandemic. The number of staff in the clinic was decreased dramatically as staff who were able to do so (nursing, AHP, and doctors) were asked to work from home.

In clinic, covid policies were quickly put into place. Staff self screening and temperature taking was and is still done upon arrival at our clinic. Staff was educated on donning and doffing PPE and importance of social distancing. Cleaning procedures were also followed according to public health and MOH guidelines. A dedicated triage nurse in full PPE was placed at the main entrance of the building. Patient temperatures and screening questions were performed on each person entering

the clinic. The waiting area was not used at the beginning of the pandemic (patients were called to enter from their car). Later in the pandemic, when it became safe to do so, the waiting room was used at minimal capacity (all chairs were placed at least 6 feet apart) and continues to be this way presently.

The clinic was and is divided into two levels. The upper level for wellness visits and the lower level for illness visits. BMCFHT continues to use this safe method of health care delivery presently. All necessary precautions were and are taken (including but not limited to appropriate PPE worn) to ensure ongoing patient care while protecting staff and vulnerable patients: Level 1 "the wellness clinic" was and is used for limited well baby, prenatal, injection clinic, preventative care visits and lab appointments for patients who were and are screened negative. Level 2 "illness clinic" was and is used for any patient requiring an assessment to rule out any disease including COVID-19. COVID Swabbing was and is done on this level if deemed necessary by the physician.

BMCFHT staff have worked tirelessly to support COVID-19 immunization clinics in our office for our patient population. We conducted COVID vaccination clinics during some evenings and weekends on our premises and by our staff who also had to take COVAXON training to be able to participate. BMCFHT staff also called patients and booked COVID vaccinations on the provincial website in the early stages of the vaccination process.

BMCFHT also offered flu clinics to all patients throughout the pandemic.

BMCFHT has maintained high quality patient care and has delivered it in a safe manner. This is demonstrated by our achieving our highest percentages for cancer screening (breast, cervical & colon cancer) compared to other years, despite the pandemic.

Practitioners, nurses and lab technicians continue to follow PPE guidelines from the Ministry of Health when seeing patients and plexiglass barriers were installed in areas that require patient separation. The development of virtual team huddles/meetings, programs for staff and patients have had some challenges but overall have been well received.

During lockdowns, hospital rounds by our physicians were limited as well. Each week, only one doctor would round on ALL BMCFHT patients who were in hospital in hopes of decreasing contacts.

Over the course of the pandemic, our practitioners have continued to work collaboratively to deliver the highest quality of care to our patients.

Contact Information

Trudy Schroeder
Executive Director,
Beamsville Medical Centre FHT
4279 Hixon Street, PO Box 430
Beamsville, ON L0R 1B0
Office: 905 563 5315 ex 4
Fax: 905 563 0933

Bernhard Volz
Lead Physician
Beamsville Medical Centre FHT
4279 Hixon Street, PO Box 430

Beamsville, ON L0R 1B0
Office: 905 563 5315
Fax: 905 563 0933

Other

The Beamsville Medical Centre FHT provides quality care and diversified care in the collective abilities of all its physicians, Nurses, Allied Health Team and Staff.

Thank you for this opportunity to both reflect on our progress over the past year as well as share information regarding that progress and plan for the future.

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 Bernhard Volz _____ (signature)
Quality Committee Chair or delegate Bernhard Volz _____ (signature)
Executive Director/Administrative Lead Trudy Schroeder _____ (signature)
Other leadership as appropriate _____ (signature)