

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

September 23, 2026

OVERVIEW

The Beamsville Medical Centre Family Health Team (BMCFHT) provides exceptional, patient-centered care through an interdisciplinary approach. We believe that collaboration—both across our internal services and with external organizations is the key to better serving our patients and the broader community.

At the core of BMCFHT is a respect for the dignity, privacy, and contributions of every individual. We maintain the highest standards of integrity and accountability, striving to offer an outstanding care experience with equitable access for all.

Continuous Quality Improvement

We view quality improvement as an ongoing journey. By identifying challenges, implementing evidence-based processes, and evaluating outcomes, we consistently build on our successes. In recent years, our primary focus has been improving access to care, where we have made significant strides in efficiency and patient satisfaction.

Strategic Integration & Partnerships

BMCFHT is dedicated to fostering a unified voice within primary care. As an active participant in the Greater Hamilton Health Network (GHHN), we strengthen relationships with primary care providers, social agencies, hospitals, and public health organizations. This allows us to expand our programs to serve both rostered and non-rostered patients effectively.

Our ongoing collaboration with Executive Directors from regional Family Health Teams (FHTs) and Community Health Centres (CHCs) provides invaluable resources that directly enhance the care we offer.

Key Initiatives & Progress

Our Quality Improvement Plan (QIP) aligns with the provincial Quality Agenda, focusing on measuring supply and demand to ensure timely access. Key highlights from our recent progress include:

Technology & Innovation: We successfully integrated AI scribe technology to support providers and included our Nurse Practitioner in our online booking system.

Enhanced Triage: In 2025-26, we implemented a nursing-led triage system for our illness clinic. This allows us to prioritize patients effectively and maximize same-day and next-day appointment availability.

Preventive Care: Our Research Assistant tracks monthly cancer screening data, proactively reaching out to eligible patients to ensure no one falls through the cracks.

Equity & Inclusion: We are actively building internal knowledge through Equity, Diversity, and Inclusion (EDI) education, using patient and community feedback as our guide to ensure our services remain inclusive and accessible.

Looking Forward

Our administrative team and Board of Directors remain committed to monitoring high-level indicators that align with our strategic pillars: improved patient satisfaction, access, community integration, preventative care medicine, and physician engagement.

BMCFHT is excited for continued growth and is deeply appreciative of the guidance provided by Health Quality Ontario as we continue our journey toward excellence.

ACCESS AND FLOW

Our Quality Improvement Plan (QIP) remains central to achieving our mission and vision. We are firmly committed to the province's Quality Agenda, with a primary focus on enhancing access to care. This includes measuring supply and demand, evaluating client experiences with same-day or next-day service, and utilizing metrics such as "third next available" appointments and random same-day/next-day cataloguing to ensure timely access.

Health Promotion and Cancer Screening

Our health promotion and prevention initiatives continue to yield significant results. Our Research Assistant identifies and contacts individuals eligible for preventive cancer screenings who have not yet received them. This proactive outreach has markedly increased our screening rates.

As of February 23, 2026, 84.9% of female patients (ages 25–69) have completed a Pap test within the last three years. This is a substantial increase from our March 31, 2025, average of 71.3%. Furthermore, our current rates significantly outperform both the LHIN average (54.7%) and the provincial average (49.7%).

Collaborative Care and Education

In partnership with McMaster University and other academic institutions, we proudly host residents, medical students, and nurse practitioner students. These learners work alongside our diverse interdisciplinary team—including social workers, a dietitian, a

diabetes educator, a pharmacist, a hypertension nurse, a chiroprapist, and a nurse practitioner—to provide comprehensive care both in-person and virtually.

Innovative Clinic Operations

To ensure patient safety, the BMCFHT maintains a dual-level clinic model:

Level 1 (Wellness Clinic): Dedicated to well-baby visits, prenatal care, injections, preventative appointments, and lab work for screened, asymptomatic patients.

Level 2 (Illness Clinic): Reserved for patients requiring assessment for symptomatic infections, including COVID-19 and other viruses.

In 2025–26, we implemented a new triaging system to further streamline appointments for acute cases. Strict safety protocols and appropriate PPE remain a priority to protect our staff and most vulnerable patients. We also continue to provide integrated vaccine and flu clinics to our entire patient population.

Continuity and Community Integration

Our physicians provide seamless continuity of care by serving as the Most Responsible Providers (MRP) for patients admitted to West Lincoln Memorial Hospital. This integration ensures high-quality oversight during hospitalization and consistent follow-up post-discharge, including house calls when necessary.

Additionally, our collaboration with the Niagara Medical Group Family Health Team allows us to provide in-house referrals to the Community Health Prosperity Program, further addressing the

social determinants of health and enhancing the holistic support we offer our patients.

EQUITY AND INDIGENOUS HEALTH

Our Allied Health Professionals have been active in the community, delivering vital workshops on Menopause and Women's health. This commitment to education extends across the lifespan: our dietitian continues to provide tailored nutritional guidance to the residents of Lincoln Lodge—supporting those living with mental health disorders—as well as seniors at our local retirement homes. Within the clinic, our small-group sessions continue to thrive, proving to be a highly successful model for patient engagement.

Our staff education focused on weight biased education.

Holistic Support Through Strategic Partnerships

We are proud to partner with the Community Health Prosperity Program, hosted on-site through our collaboration with the Niagara Medical Group. This program takes a "whole-person" approach to wellness by assisting patients with the social determinants of health, including:

Stability: Housing, income security, and employment.

Access: Transportation, medication costs, and food security.

Well-being: Social isolation, literacy, and family support.

Bridging the Gap for Migrant Workers

BMCFHT's physicians are dedicated to serving our local migrant agricultural workers, a population that often faces complex chronic,

infectious, and occupational health challenges. In partnership with Quest Community Health Centre, we offer a dedicated clinic at St. Alban's Anglican Church. By providing evening access, we ensure these essential workers receive primary care that would otherwise be out of reach during traditional working hours.

Our Commitment to Health Equity

At BMCFHT, we believe that health equity is the foundation of a resilient community. We are actively identifying and dismantling the barriers unique to our rural setting—such as geographic distance from specialists and financial hurdles to basic needs—by connecting patients with essential community resources.

Our Core Values in Action:

Inclusivity: We integrate principles of equity, diversity, and anti-racism into every facet of our practice.

Awareness: We honour significant milestones of progress, including Pride Month and the National Day for Truth and Reconciliation.

Growth: We are continuously gathering patient data to better understand our community's needs, balancing our evolving workload with an unwavering commitment to compassionate, equitable care.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Patient Engagement and Community Impact

At the heart of our service delivery is a commitment to the client experience. We consistently conduct patient engagement surveys to gather feedback that directly shapes our programs. To ensure

transparency and drive continuous improvement, these insights are shared across our patient community, staff, and Board of Directors.

Community Outreach and Specialized Workshops

Our Allied Health Professionals continue to lead successful workshops at the local Community Centre, reaching both rostered and un-rostered community members. A highlight this year was the Women's Menopause Workshop, a four-week collaborative initiative designed to equip participants with tools to navigate pre- and post-menopause.

Strategic Partnerships and Chronic Disease Management

Our ongoing collaboration with The Best Care Practice Program remains a cornerstone of our respiratory care. Their RRT/CRE team provides evidence-based diagnosis, spirometry, and case management. This partnership has proven clinical value, with studies showing a reduction in COPD-related ER visits and hospitalizations.

Furthermore, we continue to offer a robust suite of wellness programs, including:

STOP Program (Smoking Cessation)

Nutrition Challenges

Cholesterol and Diabetes Education

Hypertension Management

These services are available both in-person and virtually, ensuring

accessible care for our entire community. While virtual care remains a vital tool for our Physicians and Nurse Practitioners, we continue to encourage in-person clinic visits whenever possible.

Looking Ahead

Quality remains our primary strategic priority. We will continue to monitor key performance indicators and client feedback to ensure our programs evolve alongside the needs of our community.

PROVIDER EXPERIENCE

Our Commitment to Staff & Culture

At BMCFHT, we prioritize staff well-being and a healthy work-life balance. By offering flexible work arrangements and focusing on wellness, we have seen a tangible boost in morale. Regular department meetings and an "open-door" policy with the Executive Director and Lead Physician foster a culture of transparency, collaboration, and continuous feedback.

Engagement & Appreciation

Staff engagement remains a cornerstone of our culture. A key highlight is our Mid-Summer Annual Staff Dinner, which celebrates team achievements and strengthens our collective spirit. This event continues to receive enthusiastic feedback, contributing to a vibrant and grateful workplace environment.

Addressing Challenges & Infrastructure

Like many healthcare organizations, we face HR challenges related to wellness and retention. We believe that supporting our team means minimizing daily frustrations. To that end, we have invested in significant upgrades to our technology, workstations, and EMR system usability. Our providers use HRM, OLIS, E-consult, E-referral,

currently E-prescribe, and 7 out of 11 providers use AI scribe. This will hopefully decrease administrative burden.

Future Outlook & Sustainability

Looking ahead, we remain dedicated to quality health programming and Equity, Diversity, and Inclusion (EDI) training. We have been recognized with our Green efforts by winning industry awards. Our practitioners remain united in their mission to provide the highest quality care to our patients and the broader community.

SAFETY

The Beamsville Medical Centre Family Health Team (BMCFHT) is dedicated to fostering a safe, supportive, and patient-centered environment. By adhering to the highest safety standards and continuously evolving our policies, we ensure compliance with public health guidelines and provide high-quality care to our community.

A Safe and Inclusive Workplace

BMCFHT is committed to the dignity and well-being of every staff member and patient. We maintain a unified primary care voice while fostering deep community connections through the following programs:

Violence and Harassment Prevention: Our Workplace Violence, Harassment & Disruption Prevention Policy is reviewed annually to stay current with legislative changes.

Ongoing Education: Staff receive annual training on anti-racism and protocols for managing abusive or violent encounters.

Diversity, Equity, and Inclusion (DEI): Comprehensive DEI education is provided to all staff, fostering a positive workplace culture rooted in respect and open dialogue.

Through regular training and rigorous policy review, we ensure our team is equipped with the resources needed to maintain a safe, professional, and welcoming environment for all.

In 2025/26 out of 1201 surveys sent 97.9% of patients said they felt welcome and comfortable at Beamsville Medical Centre.

PALLIATIVE CARE

All physicians of the Beamsville Medical Centre Family Health Team (BMCFT) provide palliative care to our patients. We work collaboratively with the West Niagara Palliative Care Team to provide high quality care to our palliative patients. We provide this care in a variety of settings including in office, in our local hospital (the West Lincoln Memorial Hospital), in patient homes and at our local hospice, McNally House. One physician is part of the on call group at this hospice covering patients outside of our practice. In previous QIPs, we tracked what percentage of our patients that were identified as possibly requiring palliative care actually received a palliative care encounter over the year. The care provided to palliative patients is consistent with Quality Standard guidelines for palliative care.

POPULATION HEALTH MANAGEMENT

The Beamsville Medical Centre Family Health Team (BMCFT) continues to adapt its programs to meet the evolving needs of our community. Through strategic partnerships, we are tackling pressing issues such as chronic disease prevention, mental health

support, and housing insecurity. Our ongoing collaboration with the Greater Hamilton Health Network (GHHN) and other stakeholders ensures we remain responsive to both local and regional healthcare needs. We continue to develop high-quality, in-person, and virtual services that adapt to the changing requirements of our patients.

Outreach and Education

Our dietitian provided ongoing education to residents at Lincoln Lodge (supporting patients living with mental health disorders) and seniors at a local retirement home.

Regional Collaboration

Participation in the GHHN Primary Care stakeholder meetings and leadership tables has provided critical insights into:

Proposed change initiatives and partner engagement plans.

Forecasted costs and declarations of OHT collaboration.

Future strategies for regional primary care.

Furthermore, team-based care proposals have been crafted, and compensation market salary reviews have been completed and submitted to Ontario Health.

Mental Health & Specialized Care

Our mental health social workers are strengthening local networks by collaborating with other community providers. They have established quarterly in-person meetings, monthly impromptu groups, and digital chats to improve continuity of care within the Niagara mental health realm.

In-clinic, the BMCFHT has partnered with the ARGI Best Care COPD program. This partnership provides patients with evidence-based care, including:

Comprehensive diagnosis and Rx education.

Personalized Action Plans and case management.

Research indicates this program successfully reduces COPD-related emergency department visits and hospitalizations while significantly improving patient quality of life.

Supporting Social Determinants of Health

We are proud to partner with The Community Health Prosperity Program, offered on-site through a collaboration with the Niagara Medical Group. This initiative assists patients with essential needs, including housing, income security, transportation, food security, medication costs, and social isolation.

By continuing to measure health equity, we aim to not only increase access to these vital programs but also consistently improve the quality of care for every patient.

CONTACT INFORMATION/DESIGNATED LEAD

David Lorenzo, Executive Director
Beamsville Medical Centre FHT
4279 Hixon Street Box 430
Beamsville, ON
L0R 1B0

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
March 26, 2026

Bernhard Volz, Board Chair

Bernhard Volz, Quality Committee Chair or delegate

David Lorenzo, Executive Director/Administrative Lead

Other leadership as appropriate
