

2017/18 Quality Improvement Plan for weCHC

Windsor Essex Community Health Centre 1361 Ouellette Avenue, Windsor, ON N8X 1J6

AIM		Measure		
Quality dimension	Objective	Measure Indicator	Current performance	Target %
Effective	Percentage rate of cancer screening.	Fecal Occult Blood Test	61.80%	71
	Percentage rate of cancer screening.	Pap smears	63.60%	73
	Percentage rate of testing for diabetics	HbA1C (glycosylated hemoglobin)	64.70%	74%
	Decrease Emergency Department visits	% of our rostered clients that show up at Emergency Departments	Collecting Baseline (CB)	15%
Patient Centred	Client Survey	"Opportunity to ask questions about recommended treatment?"	81% strongly agree, 16.5% agree	93
	Client Survey	Involve clients as much as they want to be in decisions about their care and treatment?	80.9% strongly agree, 17.1% agree	93
	Client Survey	How often do they or someone else in the office spend enough time with you?"	73% strongly agree, 21% agree	84
Timely	7 day post hospital discharge follow-up for selected conditions	Clients will receive a call from their Primary Care Practitioner (PCP) within 7 days after discharge note has been received from hospital for selected conditions.	Collecting Baseline (CB)	50
	Timely access to primary care when needed (walk in, same day or next day appts)	How many days did it take until you actually SAW him/her or someone else in their office?"	Nightingale Data (NOD) = 11.39% (April 1 2016 to Mar 17, 2017)	65% is goal for survey and 15% will be target
Patient experience	Patient experience with Primary Care Practitioners (PCP) and Social Workers	Add Opportunity to ask questions about your health - specific to mental health clients	Collecting Baseline (CB)	90
Safe	Patients that have complete Medication reconciliation	% of clients that bring in medication lists, medication and is reviewed by Primary Care Practitioner (PCP)	Collecting Baseline (CB)	50