

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 24, 2023

Windsor Essex Community Health Centre
Centre de santé communautaire de Windsor Essex



OVERVIEW

weCHC provides multidisciplinary healthcare services, including primary care services, illness prevention programs and community development initiatives. The team works collaboratively with community partners to develop programs and services to eliminate barriers and challenges in care access. Improving health outcomes for individuals, families and communities is the primary goal of each member of the organization.

This year's quality initiatives will be focused on the quality improvement indicators endorsed by the Alliance for Healthier Communities and the priority indicators outlined by Ontario Health. They are focused on questions in our Client Survey, completion of sociodemographic data, cervical cancer screening and opioid prescriptions.

The QIP reporting is embedded in our overall Quality and Accountability Strategic Priorities. These priorities focus on ensuring that care delivery meets provincial and professional standards and that we are striving to design client interactions from the value perspective for the clients.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

We are planning to complete a Community Needs Assessment to assist with future program planning. We have continue to deliver our Outreach Programs and are continually learning about the barriers and challenges related to client access.

There have been many collaborations within the community to address public health needs and initiatives, such as: vaccination clinics, agricultural worker clinics and programs, Substance Abuse Program for African Canadian and Caribbean Youth, Eating Disorder Intensive Outpatient Program and the Youth Hub.

We will continue to work with our community partners to address ongoing gaps in services identified.

PROVIDER EXPERIENCE

The healthcare providers have continued to provide quality care throughout these challenging times. They have kept abreast of the latest guidance and research that has been shared by our government and colleagues.

Staff have actively been involved in the weekend vaccination clinics and provide suggestions on work processes as we continue to adapt to the ever changing environment.

In an effort to support staff we have launched an Engagement Committee to assist with planning staff events and providing feedback to the Leadership team. Ongoing communication is encouraged at the site Huddles, site Staff Meetings and the All Staff meetings. We have resumed gathering as an entire team to help staff feel better connected to the workplace.

WORKPLACE VIOLENCE PREVENTION

Workplace Violence Prevention is an ongoing priority for the organization. Over the last few years the organization has invested in Crisis Prevention Training for all staff.

Workplace violence prevention is tied to our Strategic Priorities in the areas of People and Accountability. These areas focus on increasing the organizational effectiveness in support of staff and ensuring that care delivery meets provincial and professional standards.

Workplace Violence prevention is captured in our incident reporting mechanism and is reported to the Board on a quarterly basis. Investments in Nonviolence Crisis Intervention training are ongoing.

Processes are in place to debrief workplace violence incidents and to provide supports as required to those involved.

PATIENT SAFETY

Patient Safety Incidents are managed through our incident process. As incidents are reported they are investigated by staff and management in an effort to identify the root cause of the incident and to understand how we can prevent such an occurrence from happening in the future.

A disclosure process in place that is guided with a focus on improving the practices, processes and systems involved in the delivery of care.

Key learnings from incidents are shared through team meetings/huddles and necessary changes are reflected in policy updates as required. Quarterly Incident Reports are shared with the Leadership and the Board.

HEALTH EQUITY

We receive Sociodemographic data through the following reports:

- Sociodemographic Data Quality Placemat Report (Alliance for Healthier Communities report)
 - Completion of Sociodemographic Data Report (internal report)
 - and Cervical Cancer Screening Report stratified by income and racial/ethnic group (internal report).
- These reports assist us in identifying specific areas to focus improvement efforts.

Some of the strategies we have to focus on non-medical health equity needs include the following:

- Substance Abuse Program for African Canadian and Caribbean Youth
- Health Promotion Food Security Gift Card Program
- Street Health ID Program
- Bus tickets for transportation needs
- Translation Line
- Agricultural worker programs
- Health Promotion Social/Exercise Programs
- Outreach Programs Youth Hub and H4 Downtown
- Youth Gender Diverse Clinic
- Southwest Detention Centre supports

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 22, 2023**

Justine Taylor, Board Chair

Ken Stewart, Quality Committee Chair or delegate

Rita Taillefer, Executive Director/Administrative Lead

Sarah Sasso, Other leadership as appropriate
