

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 15, 2024

*Minto-Mapleton*  
Family Health Team



## OVERVIEW

The Minto-Mapleton Family Health Team is excited to share its 2024/25 Quality Improvement Plan that focuses on three main areas: 1) preventative screening 2) pain management and use of opioid medications and 3) patient involvement in decision-making about their care as well as their experience at a primary care office. The Team continues to work away at improving our preventative care screening and to get back to where we were pre-COVID. Specific screening includes colorectal, breast and cervical screening. As a result of COVID, many patients fell behind with their screening and our goal continues to help patients get back on track and up to date with their screening. Some of our providers are using digital tools to directly reach out to their patients and send messages to get patients booked in for their screening appointments. We will be using our own data available through our electronic medical record (EMR) to monitor our progress as the reports we receive externally are often dated and not capturing the current situation. Over the past year, we had good success moving to an electronic patient survey that allows us to regularly receive patient feedback on how we are doing. Our goal for 2024/25 is to receive 750 patient surveys which represents about 5% of our total patient population. We are also planning to expand our provider education regarding pain management especially targeting new providers and continue hosting our pain management programs for our patients and community members.

Quality Improvement remains a priority for the Minto-Mapleton Family Health Team and our Quality Committee will continue to meet quarterly to monitor our progress and tweak our initiatives along the way, as needed. We look forward to reporting on our progress as the year unfolds.

## ACCESS AND FLOW

In 2024, the Minto-Mapleton Family Health team will be enhancing access and flow for our rural residents who do not currently have a primary care provider. The Family Health Team was successful in its request to the Government for enhanced funding to hire two full-time Nurse Practitioners for Minto. Our intention is to decrease the number of Emergency Room visits by residents who do not currently have a primary care provider. We will work with our hospital partners to encourage patients showing up in the Emergency Room for primary care services to reach out to our office and access the services of a nurse practitioner and affiliated Team-based care. Our goal is to attach 1400-1600 new patients to these newly funded nurse practitioner positions.

## ADMINISTRATIVE BURDEN

Although not formally part of our Quality Improvement Plan for 2024/25, the Quality Committee has learned about an AI Scribe in Primary Care Evaluation Project that will be launched in spring 2024. One of our Nurse Practitioners on the Quality Committee has submitted an expression of interest to be included in the Project which is being led by EHealth Centre of Excellence in partnership with OntarioMD and Women's College Hospital. This Project is an opportunity for Primary Care Physicians and Nurse Practitioners to test an AI Scribe technology at no cost. The expectation is to be part of an evaluation and to provide feedback at the end of the project in June 2024.

## EQUITY AND INDIGENOUS HEALTH

Our Guelph Wellington Ontario Health Team (OHT) has developed a Health Equity Tool and we are currently trialing the use of the Tool with patients in two practice groups (a physician and nurse practitioner). The electronic tool/questionnaire is sent to a sample of patients of these providers and patients are asked to complete the questionnaire. Patients who complete the questionnaire have their information uploaded into their primary care record at the Minto-Mapleton Family Health Team. Ultimately, the goal is to have providers have a conversation with these patients at a future appointment focusing on any areas identified by the patient where further support is required.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

In many ways, COVID has shifted the way that we engage with our patients to get their ideas and feedback about their care and experiences with primary care. Over the past year, we successfully moved to an electronic survey that goes out to patients who visited the clinic in the previous month to see one of our providers or team members (for those patients where we have email consent). Using this electronic survey, we are able to receive input from a more diverse group of patients and we are continuing to expand the use of this survey in 2024/25. The survey asks our patients about their experiences at our clinics including how welcome they feel and how involved they are in making decisions about their care.

## PROVIDER EXPERIENCE

In 2023, the Minto-Mapleton Family Health Team engaged our staff in a strategic planning exercise including staff focus groups. Areas of concern that were identified by staff included increased workload, increased stress, and compensation gaps and wage inequities in primary care. The finalized Strategic Plan contains a section devoted to describing activities that will help us organizationally invest in our Team and enhance staff wellness, retention and recruitment. Some specific initiatives include paid wellness days for all staff, financial support/paid time for staff professional development, advocacy work with our local MPP and Association related to compensation, and planned team-based activities designed to improve work culture. We will monitor the implementation of these initiatives and seek staff feedback on how these initiatives are improving staff well-being, work culture and health workforce challenges.

## SAFETY

The Minto-Mapleton Family Health Team has developed an incident reporting form where incidents that affect or could affect patient safety are documented. We use this form to include "near misses" so that we can review and share our learnings with other staff to help prevent "near misses" from turning into actual events. At our regular Joint Health and Safety Committee meetings, we review completed incident reporting forms and share our learnings with staff.

## POPULATION HEALTH APPROACH

Working in partnership with our community partners, the Minto-Mapleton Family Health is working to shift from reactively providing care to the people who walk through our doors to proactive health promotion, prevention, treatment and care for our population of patients. In addition, Team members work in collaboration with our outreach worker, to assist and support patients experiencing challenges with social determinants of health. The Minto-Mapleton Family Health Team has a dedicated group of health care practitioners that are motivated to support population health and overcome barriers. One specific example includes our complex care clinic that was developed to align with the Guelph-Wellington Ontario Health Team objective of creating transformational programs that support population health. This clinic supports complex, vulnerable patients of the Family Health Team by taking a team-based approach focusing on the medical and social needs of the patient.

## CONTACT INFORMATION/DESIGNATED LEAD

Shirley Borges, Executive Director. [sborges@mmfht.ca](mailto:sborges@mmfht.ca)

## 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

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Board Chair

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Quality Committee Chair or delegate

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Executive Director/Administrative Lead

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Other leadership as appropriate

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