

Excellent Care for All

Quality Improvement Plans (QIP): Progress Report for the 2015/16 QIP

The Progress Report is a tool that will help organizations make linkages between change ideas and improvement, and gain insight into how their change ideas might be refined in the future. The new Progress Report is mostly automated, so very little data entry is required, freeing up time for reflection and quality improvement activities.

Health Quality Ontario (HQO) will use the updated Progress Reports to share effective change initiatives, spread successful change ideas, and inform robust curriculum for future educational sessions.

ID	Measure/Indicator from 2015/16	Org Id	Current Performance as stated on QIP2015/16	Target as stated on QIP 2015/16	Current Performance 2016	Comments
1	{Percent of patient/client population over age 65 that received influenza immunizations.} (%; PC organization population aged 65 and older; na; EMR/Chart Review)	92231	27.00	29.75	63.11	FHC is very proud of the significant improvement in this indicator after the fantastic work of the QI team this year.

Realizing that the QIP is a living document and the change ideas may fluctuate as you test and implement throughout the year, we want you to reflect on which change ideas had an impact and which ones you were able to adopt, adapt or abandon. This learning will help build capacity across the province.

Change Ideas from Last Years QIP (QIP 2015/16)	Was this change idea implemented as intended? (Y/N button)	Lessons Learned: (Some Questions to Consider) What was your experience with this indicator? What were your key learnings? Did the change ideas make an impact? What advice would you give to others?
Increase the percentage of clients over 65 who have been offered and received the flu shot. This includes properly documenting those who have received the flu shot elsewhere or refused the flu shot.	Yes	The significant improvement was seen based on a targeted and enhanced approach to both offering and documenting flu shots for seniors this year.

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2	Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment? (%; PC organization population (surveyed sample); April 1 2014 - March 31 2015; In-house survey)	92231	90.10	90.00	90.09	This year we aimed to increase the percentage of clients surveyed to 4% (up from 2% last year). We also aimed to maintain high performance on this indicator. We met these goals.

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Conduct our annual client survey including questions developed by HQO.	Yes	

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3	Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) spend enough time with them? (%; PC organization population (surveyed sample); April 1 2014 - March 31 2015; In-house survey)	92231	92.93	93.00	90.82	This year we aimed to increase the percentage of clients surveyed to 4% (up from 2% last year). We also aimed to maintain high performance on this indicator. Despite a small decrease in this indicator, we feel we met these goals.

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4	Percent of patients/clients who saw their primary care provider within 7 days after discharge from hospital for selected conditions (based on CMGs). (%; PC org population discharged from hospital; April 1 2013 - March 31 2014; Ministry of Health Portal)	92231	29.00	34.00	26.30	Our current performance is to be interpreted with caution as the numerator is between 6-19 and the denominator is less than 99.

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Active participation in Health Links.	Yes	Our Director, Health Services has been an active member of NETHL. Physicians and administrators have also been trained in Coordinated Care Planning as well as the Better Care Portal to help identify clients who are frequent visitors of Sunnybrook's Emergency Department.

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5	Percent of patients/clients who responded positively to the question: "The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?" (%; PC organization population (surveyed sample); April 1 2014 - March 31 2015; In-house survey)	92231	61.05	67.00	30.47	We did not meet this target. Two explanations for this are: 1) This year we used the HQO layout for the survey (with nested questions) and our clients found it confusing. 2) In debriefing with the volunteers that administered this survey they stated clients often answered this question as to how long it took them to book their next appointment even if it was for a routine follow-up. For example, if a client was supposed to come back in two weeks for a follow-up they selected two weeks to answer this question - even though the question is targeting episodic access vs routine follow-up.

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Continue to spread Advanced Access principles throughout the primary care team - in particular calculating 3NA appointment.	Yes	FHC now calculates supply and demand weekly for all health service providers individually. We track trends within practices and share best practices across team members.
Use 3NA target to drive changes in specific providers practices.	Yes	Minor changes were made in certain providers practices based on 3NA.
Supply and demand	Yes	We calculated supply and demand in 4 different MD/NP practices for 5 weeks each. We used this data to inform same day appointment booking for these practices.

Frequent users

No

We did not implement this change idea.

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6	Percent of respondents who responded positively to the question: "When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?" (%; PC organization population (surveyed sample); April 2015 - March 2016 ; In-house survey)	92231	89.90	90.00	88.00	This year we aimed to increase the percentage of clients surveyed to 4% (up from 2% last year). We also aimed to maintain high performance on this indicator. Despite a small decrease in this indicator, we feel we met these goals.

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