

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 28, 2025



COMPASS
COMMUNITY HEALTH



**Ontario
Health**

OVERVIEW

Compass Community Health (Compass) is committed to providing excellent, community-focused, comprehensive primary care services combined with a wide range of health promotion and community development services. We strive to meet the needs of our community and clients through compassionate care and innovative practices. Our vision of “No Obstacles to Health” engages staff at all levels to ensure that we meet the needs of our underserved community. In keeping with the mandate of CHCs across the province, our Health Centre – through its programs and services – seeks to address the broad range of determinants of health, including income, education, community, environment, and employment.

Compass is committed to quality as a fundamental strategy and enabler to achieving our goals. The Quality Improvement Plan (QIP) is one component in our overall planning and quality process. The QIP goals for 2025/26 derive from our strategic directions: Enable Health Equity and Belonging, Invested in Targeted Growth, and Mobilize Digital Health.

The QIP is integrated with our strategic plan, our Governance Action Plan, our Multi-Sector Accountability Agreement, and the Canadian Centre for Accreditation standards. A QI committee involving staff from various departments meets regularly to support an integrated approach to QI and annual QIP development.

ACCESS AND FLOW

Our primary care team participated last year in a learning collaborative led by Alliance for Healthier Communities that involved examining advanced access measures to support increased efficiency and improved timely access to care. Schedule combing alongside monitoring of Third Next Available data, and improved flagging of cancelled appointments to support timely re-assignment as same days are some of the strategies employed that remain in use. Additionally, we have made improvements to the flow of clients who receive STOP and spirometry testing by the CRE/PCAP coordinator to flag and request confirmation of COPD diagnosis and accelerate referrals to our pulmonary rehab program among eligible clients. To support timely follow-up post-hospital discharge, we have included RPNs as a possible first contact (target within 7 days) following MD/NP review of discharge notification, and plan to monitor the success of this workflow in our 2025/26 QIP. As well, our partnership with Hamilton FHT continues to support a nurse practitioner to provide temporary access to primary care services for individuals seeking to connect to a permanent primary care provider.

EQUITY AND INDIGENOUS HEALTH

Intentional and meaningful land acknowledgements that include educational segments are held at monthly all-staff meetings and are an opportunity to ask questions, learn about, and celebrate Indigenous communities and the history of the land. The Racial Justice, Diversity and Inclusion (RJDI) committee at Compass continues to host learning activities and events. In September 2024 to mark the National Day for Truth and Reconciliation, the RJDI committee provided a presentation on current data illustrating the determinants of health for Indigenous vs non-Indigenous individuals. Compass staff then participated in a viewing of the CBC documentary 'Cottagers and Indians' followed by group reflection and discussion. The RJDI committee and management team continue to strongly encourage interested Compass team members to participate in the Indigenous cultural safety training opportunities that are available for our ongoing learning. A recent audit of prior staff participation in Indigenous cultural safety training has led to the planning of training opportunities later this year. Further, Compass is committed to the ongoing collection of sociodemographic information among clients and in July 2024, rolled out the revised health equity form recommended by Ontario Health.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The continued use of surveys for collecting feedback helps us partner with our clients and maintain insight into their care journey along with areas for improvement. Some of the surveys in use include post-program evaluations and our annual client experience survey to understand met and unmet needs. As an example, the feedback received from our clients has allowed us to monitor client perception of appointment availability while the primary care team continues their work on advanced access. In response to the identified need to improve awareness and access to client support services and community programs, our Health Promotion team has established System Navigator roles and a monthly newsletter available in-print and online. A survey that is shared with external partners and community participants following our Compass-led Diabetes Education Fair supports future event planning to extend our community reach and ensure topics remain relevant to participants' needs. We also hold an annual Park 'n' Party event each summer that brings staff, clients, community partners, and other members of the community together to enjoy food, entertainment, games, and prizes, while sharing and learning about community resources and supports available.

PROVIDER EXPERIENCE

Compass supports staff wellness through a number of events held throughout the year. Staff contributions are valued and recognized through innovation awards and a "February Thaw" breakfast gathering. Our annual staff Learning Week includes education sessions and interactive activities. Our dedicated Compass Wellness Committee engages staff throughout the year with planned events such as nature photo contests, physical activity challenges, and general wellness activities.

Opportunities for improvement can be brought forward to Leadership or Wellness Committee representatives. Progress made over the last few years includes: the introduction of cultural days as paid time off, an increase in professional development funding, an increase in health care spending account contributions for eligible staff, participation in a workplace perk program, and a work from home policy. Feedback is regularly collected through surveys following staff events such as our Learning Week sessions, as well as through our annual staff engagement survey.

SAFETY

A number of policies and processes are in place to help reduce and mitigate risk of harm to clients (e.g., medication reconciliation, consent to receive care, when prescribing narcotics and other controlled substances). We have advanced features in our EMR to alert for drug interactions and allergies when managing medications.

Our incident report is used as a tool for reporting incidents or near misses and logging actions taken to prevent future risk. Anyone affected by critical incidents, particularly those resulting in procedural or policy changes, are informed by Leadership of the actions taken. An annual incident report is reviewed each year by Leadership and the Board.

PALLIATIVE CARE

Initial activities organized at Compass included a staff survey to assess perceived readiness, competencies, and resource gaps. An internal working group was initiated, which supported DNR policy updates as well as documenting challenges related to early identification and care planning through case study discussions. A pilot project tested out automatic prompts built into the EMR to support early identification. Compass continues to participate in a grant-support partnership with a community of organizations seeking to improve access to palliative care supports and home care for refugee clients in the Hamilton region and beyond. The palliative care conversation will continue through our primary care QI team while we monitor internally for client and caregiver needs. Our recently developed case conference policy will be an important guide for enhancing care planning and coordination.

POPULATION HEALTH MANAGEMENT

Fruits and Vegetables Prescription ('FVRx') food box: This initiative in partnership with a local online grocery store has been successful in providing clients with access to affordable fresh produce.

EMBOLDEN study: From 2019-2024, Compass was a partner in the McMaster 'EMBOLDEN' study. The goals of EMBOLDEN were to: promote physical and community mobility for older adults; to address community needs, gaps in services and barriers that older adults may face; and to partner with older adults and service providers to co-design, implement, and evaluate a community program to promote mobility. Compass Rehabilitation and Health Promotion team members helped to deliver the EMBOLDEN study's intervention and also took part in the Strategic Guiding Council that shaped the study's design and delivery.

Breast cancer screening, 40-49 years: The Health Promotion department trained an employee as a Prevention Specialist to support the introduction of the new breast cancer screening age of 40-49 years. The Prevention Specialist contacts clients who have been identified as eligible by their primary care provider to provide education on the benefits and risks of breast cancer screening and additionally offer to support the client with any other health goals they may have (e.g., connecting a client with diabetes to their diabetes provider).

New client care group program: Two team members in the Rehabilitation department created and piloted a new client care group program for pelvic floor health during February and March 2025 called 'Healthy Core and Strong Floor'. It's a rehabilitation program for women who need support and education for their

pelvic floor health. This group is for women 50+ who are feeling the impacts of menopause and may have pelvic floor dysfunction, such as incontinence and prolapse. There is group education and discussion, as well as a practice of practical tools, and the program is led by Physiotherapists.

Gender Affirming Care Clinic: Together, our Two Spirit and LGBTQIA + Advocate and Primary Care team have teamed up to plan the launch of a Gender Affirming Care Clinic that will offer medical and peer support to individuals looking to transition.

ADMINISTRATIVE BURDEN

Compass has embraced the Ocean electronic referral system to enhance connection and communication with internal and external health care providers and improve the patient experience. As well, the opportunity for patients to book appointments online for select visit types with a primary care provider has been available since March 2022. We have been monitoring client use of online appointment booking and have added a new indicator to our QIP for 2025/26 with the aim of improving uptake among primary care clients.

Standardized EMR forms exist for our sector to support documentation and monitoring of key indicators such as cancer screening and collection of sociodemographic information. Health Information Systems staff attend regional user group meetings and community of practice meetings to share ideas and strategies for supporting streamlined workflows and customization at an organization level. In the coming year, primary care providers will be involved in a pilot project to examine the benefits of using AI scribe in clinical practice.

CONTACT INFORMATION/DESIGNATED LEAD

Kathy Allan-Fleet, CEO
KAllanFleet@compassch.org
905-523-6611 ext.3000

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

Board Chair

Quality Committee Chair or delegate

Executive Director/Administrative Lead

Other leadership as appropriate
