



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 28, 2024

OVERVIEW

Lakeshore Area Multi-services Project (LAMP) Community Health Centre offers a wide range of programs and services with the goal of improving a person's health and wellbeing. We serve the South Etobicoke and East Mississauga neighbourhoods and actively participate in collaboration with our respective Ontario Health Teams to take an interdisciplinary and holistic approach to health here and in our surrounding areas. In line with our conviction that physical, emotional, social and economic well-being are all part of one's overall health, we work to improve our community members' ability to overcome obstacles that have a negative influence on their health. Our commitment to enhancing access to high-quality healthcare and assisting in the creation of healthy communities will always be reflected in LAMP's purpose, strategic plan, and Quality Improvement Plans.

LAMP CHC offers comprehensive care services, including primary care (medical), health promotion, chronic disease prevention and wellbeing programming with a particular focus on under-served populations. We make increased efforts to serve our priority populations, which for LAMP includes: people living with mental health and addiction issues, youth, seniors, francophone residents, racialized, new comers, refugees, non-insured and LGBTTIQQ2S+ individuals and communities. Many of our clients are also managing the additional strains of very complex health and social needs, low income and education levels, social isolation and housing challenges.

In our 2023–2024 Quality Improvement Plan, we will talk about goals that reflect our dedication to enhancing our programs and services, looking into ways to deliver services more efficiently, expanding timely access to primary care, encouraging active client engagement, and fostering the continued growth of safe, efficient, and client-centered care. With a persistent focus on health equity for clients who are marginalized, we endeavor to continually improve our practices and the care we provide and strive for excellence in all that we do. We listen to our clients and the community, and we act on it to improve LAMP and the services we provide.

ACCESS AND FLOW

Optimizing access and flow in primary healthcare is critical for efficient and effective healthcare delivery, ensuring that clients receive the right services at the right time and reducing unnecessary hospitalizations and emergency department visits. LAMP CHC provides comprehensive primary care services that cover a wide range of medical needs, including preventative care, chronic illness management, and acute treatment. This provides a single point of contact for healthcare needs, decreasing the possibility of unnecessary referrals. There is always space for improvement, therefore we are working on innovative ways to optimize scheduling to reduce wait times, as well as employing technology like online appointment booking and virtual care to provide timely access to individuals we serve.

We continue to pledge that individuals with urgent issues are addressed quickly, while non-urgent cases receive appropriate follow-up treatment, by developing comprehensive triage methods to assess clients' needs and prioritize accordingly.

Other areas of focus include improving collaboration and communication across healthcare providers, including specialists and allied health professionals, to enable seamless care transitions and ensuring that patients receive timely and appropriate interventions.

ADMINISTRATIVE BURDEN

Client needs are increasing. With backlogs, increased mental strain and neglected or differed disease management all exasperated by inaccessibility in the past several years, demand is at an all time high. Continuity of care and increased complexity both necessitate additional time and administration yet our workforce is not expanding. Many care providers want innovative approaches to service as a result of being taxed and overburdened by demand, so they may care for others while also caring for themselves. This call for flexibility is to become an ever-present subtlety in employment agreements. Therefore, we need to figure out how to serve more people, more often even when budgets and work hours are not growing.

We've invested in EMR solutions that are designed to reduce administrative burdens and increase efficiency. Use features like intuitive interfaces and customizable templates to streamline tasks. Working to standardize protocols will also remove superfluous stages and enable workflow automation when possible.

Training and education provide employees with the necessary skills and knowledge to navigate administrative chores efficiently. This includes EMR training, time management tactics, and communication skills.

We pledge to actively soliciting feedback from clinicians and staff on process difficulties and opportunities for improvement. LAMP encourages input and cooperation in order to inspire system updates and process adjustments that will further streamline clinical and administrative operations.

By putting these efforts into action, we hope to lessen the administrative load and foster a supportive environment in which clinicians and the interprofessional team can focus more of their time and energy on delivering high-quality, patient-centered care.

EQUITY AND INDIGENOUS HEALTH

A key component of our beliefs and strategy plan is promoting health equality for all people living in LAMP communities and the larger health system, with a particular emphasis on the following priority populations: Black, Indigenous, and 2SLGBTQ+. We plan to embody these principles in many ways. By strengthening LAMP's capacity and that of our partners and the communities we serve to advocate for the health resources and social supports that are vital for people to thrive, as well as by working together with community and system partners to provide seamless access to equity-informed, integrated care that improves health outcomes.

LAMP has intentionally sought out ways to follow through on our commitment to disrupt anti-Black and anti-Indigenous racism. This continues to be a priority for our organization, as we know that by meeting the needs of our Black and Indigenous communities we will also improve our ability to meet the needs of many other marginalized groups.

We promote inclusion and diversity and recognize that our organizational culture must be equitable in order to contribute to improved outcomes for the communities we serve. We can benchmark and monitor health inequalities, as well as create services and programs to fill gaps and meet the needs of underrepresented groups, by strengthening our data collection activities. In order to better evaluate service gaps and deliver better care, we are also dedicated to capturing the demographic profiles of our clients through supportive and consistent implementation practices. Changes are being made to our intake and training process so that a more fulsome approach is taken to support collection practices and updates.

We are measuring our social demographics data collection, the completeness of the data and response rates to key questions with set outcome measures. By these adjustments we ensure our teams understand the significance of the data we collect and are able to facilitate inclusive and informed responses from those we serve.

PATIENT/CLIENT/RESIDENT EXPERIENCE

LAMP uses a variety of approaches to engage clients in South Etobicoke and East Mississauga. An Agency Client Experience Survey and Primary Care specific survey are conducted annually. Survey tools incorporate questions developed by the LHINs, the Alliance for Healthier Communities (AHC), Health Quality Ontario, as well as questions that are specific to the organization. The goals of the surveys are to identify gaps in services, assess the client experience with programs and services, and ensure that the needs of underserved populations are being met. The results of the surveys are reviewed and analyzed by the management team, departments and Board Committees, and are used to inform LAMP CHC's Quality Improvement Plan. The findings are also reported back to clients through posters, the organization's website and the annual report. In addition, LAMP CHC has recently embarked on a new strategic planning process. LAMP CHC will engage our communities through focus groups, surveys and an environmental scan to inform the development of these strategic priorities for the coming years.

PROVIDER EXPERIENCE

Our Providers regularly go above and beyond the call of duty in an effort to enhance performance. We continue to support our teams by fostering a supportive and positive work environment through improved communication, appropriate infection control measures, balancing volumes with access to care and looking into process modifications to lessen or make streamline our administrative loads. Our pride in the LAMP team is immense. Throughout extremely trying times, our staff pull together and support one another to make sure our clients get the care they need.

SAFETY

As we approach a post-Covid era, with in-person contacts and old patterns returning, we understand that our commitment to safety demands increased vigour. In order to make care safer both now and in the future, we want to rekindle our commitment to safety so that we can identify and mitigate any possible harm to clients and providers before incidents happen.

We have established a new format to our Risk Management Plan with a goal of establishing solid behavioural standards that support our ability to accurately assess our system(s) and pinpoint its weaknesses and strengths for harm prevention, staff and client safety.

CONTACT INFORMATION/DESIGNATED LEAD

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