

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 30, 2023

OVERVIEW

The South Georgian Bay Community Health Centre (SGBCHC) is a non-profit community governed health organization providing primary health care, health promotion/community development, advocacy and related services to the residents of the South Georgian Bay region. Since 2010, SGBCHC has been implementing a range of programs and services focusing on the vulnerable health needs of the residents of the community. SGBCHC endorses the CHC Model of Health and Wellbeing. The focus is guided by the principles, values and tenets underlying the Social Determinants of Health. The organization works collaboratively with other health and social service providers in an integrated and cost-efficient manner to achieve high quality programs and services.

Our Vision

Health and wellbeing of those we serve

Our Mission

To build collaborative and inclusive pathways to health

VALUES

INCLUSIVE

We actively seek ways to include and welcome members of our community to participate in a meaningful way.

COLLABORATIVE

We make the best use of our talents through teamwork, community partnerships and other collaborative approaches.

ACCESSIBLE

We are committed to breaking down barriers to good health and

well-being in our community.

RESPECTFUL

Every ONE is a unique and valued member of the community and will therefore be treated with fairness and openness.

EQUITABLE

We recognize differences among people and treat people differently according to their needs in order to achieve equality in access.

Our Strategic Opportunities

1) ADVANCE OUR COMMUNITY

We will promote and support the health and well-being of those we serve

2) ADVANCE OUR CULTURE

We will foster an energetic and caring culture where everyone matters

3) ADVANCE OUR SYSTEM

We will encourage and advance a collaborative healthcare system that supports people living with vulnerabilities

SGBCHC is very collaborative with the community it serves. We continually seek out partners/partnerships that support vulnerable people/populations.

SGBCHC has undertaken a Capital build project for a new Community Health Centre. This new building will create expanded partnerships to serve a larger segment of the community in one location and provide greater amenities for vulnerable populations.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

SGBCHC will be working in collaboration with the SGBOHT on many initiatives this year. This will include areas such as coordinated seniors, mental health and addiction, diabetes, cancer prevention and Information Technology strategies. The collaborations will involve the sharing of data, staffing, office space, survey(s) and tools.

Last year SGBCHC employed a client survey to illicit feedback from clients that were currently registered to SGBCHC. The survey covered topics related to satisfaction of care, inclusiveness of patient in their own care and access to care. We scored very high on the satisfaction scale achieving scores in the 90's for all topics surveyed. This year we will also partner with SGBOHT to develop additional survey(s) that will target our mutual populations.

The CHC collaborates with many community organizations. Each year we aim to increase our partnerships, community awareness, and community members supported by our programs and services. The SGBCHC has maintained or re-established partnerships post-COVID, while also adding a few new ones through our programming.

Pre-existing partnerships include:

- Simcoe Muskoka District Health Unit

- Ontario Parks-Wasaga Beach
- Town of Wasaga Beach (Recreation Department, Fire, Healthy Community Network, Senior Active Living Centre, Library)
- Town of Collingwood (Recreation Department, Fire, Library)
- Town of Clearview (Recreation Department, Fire, Library)
- County of Simcoe (Housing)
- Environment Network
- Georgian Bay Family Health Team
- Community Action Program for Children/Canada Prenatal Nutrition Program
- Breaking Down Barriers
- Community Connection/211
- E3 Community Support Services
- Ontario Provincial Police - Collingwood, Huronia-West
- Waypoint Centre for Mental Health Care
- Royal Victoria Hospital (Rapid Access Addiction Medicine, Youth Eating Disorders)
- South Georgian Bay Ontario Health Team
- Georgian Bay Family Health Organization
- Canadian Mental Health Association
- Collingwood General and Marine Hospital
- United Way - Simcoe Muskoka
- Central Ontario Health - Home and Community Care
- Bayhaven Long-Term Care
- Georgian Good Food Box
- Hospice Georgian Triangle
- My Friend's House Collingwood
- Osteoporosis Canada
- Catholic Family Services
- Alcohol Anonymous/AI-Anon
- YMCA - Collingwood and Wasaga Beach

New partnerships in this reporting year include:

- Pollinate Collingwood
- Wasaga Beach Garden Club
- Free Spirit Tours

An example of a program in collaboration with other organizations is the Green RX initiative. This is in collaboration with the Collingwood General and Marine Hospital's Foundation, Free Spirit Tours, Simcoe Muskoka District Health Unit and Ontario Parks. SGBCHC has piloted with a group of 40 individuals. The Green Rx program works with these individuals to promote wellness through the concept of getting into/spending time in nature.

To further facilitate client engagement, SGBCHC has been implementing on-line registration tools to allow clients to easily register for the numerous programs we have on offer and to book an online appointment with their Primary Healthcare provider. This coming year we will be promoting and monitoring these tools for effectiveness.

PROVIDER EXPERIENCE

SGBCHC promotes an inclusive and "open door" policy in the workplace. SGBCHC has been very fortunate in that all positions are filled and our retention rate has been high over the past few years. We believe our success is due to the great staff culture and close relationships amongst staff and the sense of support felt within the team.

One of our key performance indicators reported on 2x a year

minimum is the Provider Retention % rate. We consistently score high in this area currently over 100%. SGBCHC also conducts employee satisfaction surveys and consistently scores high in this regard. These indicators imply that providers are overall satisfied.

SGBCHC conducts a monthly "All Staff" meeting. This forum allows for the sharing of ideas and concerns and provides updates from management and various departments. We also have a "Suggestion" box where employees can express ideas and concerns with anonymity.

During the pandemic, SGBCHC implemented a Covid plan. This plan focused on the development and implementation of new policies and procedures to protect staff and clients. SGBCHC also implemented many staff wellness strategies that helped clinical staff and all staff deal with the risk and stresses of Covid. To promote provider wellness during the pandemic we implemented weekly Zoom meetings to provide regional and provincial updates, allowed staff to share problems occurring because of the pandemic and discuss solutions. SGBCHC remained open for specific vulnerable client face to face appointments, offered vaccination clinics (provided over 5,000 doses of Covid vaccine), worked in our subregions covid assessment clinics, provided outreach in the community for vaccination to vulnerable populations and pivoted to provide virtual appointments when optimal to protect everyone's safety. Staff were very proud of the SGBCHC efforts and successes through the pandemic which contributed to the increased reported satisfaction survey results which was quite remarkable that staff satisfaction rates were elevated during the pandemic.

The Health and Wellness committee also promotes an inclusive

environment through various social activities. This makes it a more enjoyable place to work.

WORKPLACE VIOLENCE PREVENTION

In order to minimize workplace violence all employees receive training in this area. Training is mandatory and is repeated on a yearly basis.

All employees are required to take a workplace "Bullying and Incivility" online course and are tested before completion. The tests' passing score is 100%. The course covers the topics of how to recognize bullying and what to do when it is experienced or witnessed.

We also receive training specifically on Violence and Harassment in the workplace. This allows us to be compliant with Bill 168, workplace violence and harassment legislation.

SGBCHC has a process and training for recognizing Emergency situations and understanding the codes to be called when they occur. The new code "Silver", "a combative person with a lethal weapon" has been newly institutionalized.

SGBCHC has an Occupational Health and Safety committee which has developed Policies and Procedures around ensuring a safe working environment. Monthly audits are conducted to expose any unsafe areas and take measures to correct and educate employees. Every employee has a numbered FOB that when pressed will notify security of potential danger to that employee. The employee is then located to ascertain their situation and offer assistance.

Employees have access to an Incident Reporting tool that they can

complete should they feel a dangerous situation has occurred. The goal of this tool is to prevent further events or escalations.

In addition to the physical safety of the Employee SGBCHC also has a Health and Wellness committee. The main goal of this committee is to provide activities that are more directed to the emotional wellbeing of employees. Activities include social activities in and out of the workplace such as skating outings, soup days and various team building events.

PATIENT SAFETY

All staff receive training to ensure that we are aware of the Human Rights legislation and the disabilities act. This awareness allows us to better serve our clients and visitors. If we are more aware it helps us in providing assistance to patients and keeping them safe when they are in our centre.

We are also trained in providing an environment that promotes diversity and inclusivity regardless of age, sexual orientation and disability. Extending this inclusivity to our patients promotes a welcoming and safer environment.

SGBCHC is committed to providing a Safe and Healthy environment. The Health and Safety committee inspect and conduct audits at employee work areas, examination rooms and throughout the premises to ensure all staff and patients are as safe as possible.

Clinical Team “huddles” are conducted daily, where situations with clients can be discussed in a multi-disciplinary way. Frequent client chart audits are conducted that help to raise awareness of potential problems that clients may have. Client feedback is shared at Clinical and the All Staff meetings.

We conduct client satisfaction surveys that ask clients if they feel safe at the SGBCHC. They can input in free form any concerns that they have. In addition to this clients can take advantage of our complaints process and report any concern.

HEALTH EQUITY

SGBCHC provides significant planning in all aspects of our programs and services to strive towards reducing barriers for clients so that

they can receive fair and just opportunities to reach their fullest health potential. All programs offered have been planned and evaluated through a health equity assessment/lens. When clinical policies and procedures are developed great consideration is given to ensure equity strategies. Some of the ways we have focused on health equity are identified below:

- Collect income data by categories in the EMR. By collecting this sociodemographic data we can support our most vulnerable clients with additional supports (specific programs, food security opportunities, assisting with emergency funding services, connecting them with local resources, free Tax clinics, gift cards for groceries).
- Collect race based and preferred language data in the EMR. By collecting this sociodemographic data we can support our clients with additional programs and supports (offering primary care in their preferred language/mother tongue, connecting them with local community supports, creating and offering programs in French, all to name a few).
- Staff have received training and SGBCHC has been approved/identified as a "safer spaces" organization for the 2SLGBTQIA people. Policies and procedures have been based through the lens of inclusivity.
- SGBCHC primary care staff provide community outreach initiatives for vulnerable populations (shelters, group homes, low-income housing)
- SGBCHC has been identified as the only primary care site supported by public health to be a Naloxone distribution location and safe injection supplies site for the region.
- SGBCHC is the site within the region that provides/distributes the "Urgent Needs" funds for approved vulnerable people through the United Way Urgent Needs funding grant.

- SGBCHC is a Good Food Box location within the region.
- SGBCHC has led the "Social Rx" initiative within the region
- SGBCHC has led a pilot program "Green Rx"
- All programs created and delivered by SGBCHC have a focus on the SDOH. The programs are often led by volunteers as a means to empower and provide people with social connections.
- SGBCHC staff sit on many committees locally and regionally that have a focus on advocacy or planning on the SDOH (eg: housing, food security, community safety and wellbeing).

SGBCHC makes great efforts at the individual level to ensure every person has the best supports possible for them to achieve their optimal health. SGBCHC also focuses on collected vulnerable groups so that programs can be available and provide participant support to one another. SGBCHC also focuses on population health of vulnerable people through our advocacy efforts.

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
