



HQO QUALITY IMPROVEMENT PLAN 2023-2024

THEME	DIMENSION	INITIATIVE	METHOD	TARGET
Timely and Efficient Transitions	Efficient	Ensure that clients admitted to hospital for diagnoses related specifically to <u>heart, lung and GI</u> will have follow-up within seven days of discharge	<ul style="list-style-type: none"> Program-specific client experience survey for ACTT, Counselling & PHC to include question: 	<ul style="list-style-type: none"> 100% of clients have followed up within seven days of hospital discharge for selected conditions
Service Excellence	Patient-centered	Ensure that clients feel as involved as they want to be in decisions about their care and treatment	<ul style="list-style-type: none"> Program-specific client experience survey for ACTT, Counselling & PHC to include question: <i>“When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?”</i> <i>“Do you feel as involved as you would like in decisions about your care/treatment”</i> 	<ul style="list-style-type: none"> 80% of respondents report that they feel involved in decisions about the care they receive at Carlington 100% allied health partners delivering services at Carlington are aware of this component of the QIP and participate in the administration of the questionnaire. This will be covered by the designated manager as part of each allied partner’s orientation, upon joining Carlington.
		Ensure that clients enjoy a sense of feeling comfortable and welcome at CCHC, and this is reflected in client experience survey results Maintain or decrease the percentage of non-palliative patients newly dispensed	<ul style="list-style-type: none"> General client experience survey question: <i>“CCHC is a welcoming environment where I am treated with dignity and respect”</i> Calculation based on PS Suite chart entries for current medications for PHC clients without a problem list or assessment entry for palliative care. 	<ul style="list-style-type: none"> 90% of respondents report that <i>“CCHC is a welcoming environment where I am treated with dignity and respect”</i> <ul style="list-style-type: none"> Patients newly dispensed an opioid within a 6-month reporting period prescribed by any provider in the health care system over



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		an opioid within a 6-month reporting period prescribed by any provider in the health care system		<p>Patients/clients assigned (rostered and virtually rostered) to the organization for the specific reporting period.</p> <ul style="list-style-type: none"> Exclude: Patients younger than 1 year of age Palliative care patients identified from hospital and physician billing claims data
Equity	Equitable Access to services for equity-deserving clients	Completion of sociodemographic data collection	<ul style="list-style-type: none"> Number of clients age 13 years and older who had an individual encounter with the CHC within the most recent 1-year period and who responded to at least one of the following four sociodemographic data questions: racial/ethnic group, disability, gender identity, or sexual orientation. 	<ul style="list-style-type: none"> 65%-100% of eligible clients completed at least one of the four specified sociodemographic questions. <p>Inclusions:</p> <ul style="list-style-type: none"> Clients age 13 years and older who had an individual encounter with the CHC within the most recent 1-year period, refreshed quarterly. <p>Exclusions:</p> <ul style="list-style-type: none"> Group clients Clients under the age of 13 CHC clients who had non-registered encounters Anonymous clients Clients who did not have an encounter with the CHC in the past year



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	Mental health, pandemic recovery	Ensure that clients from equity deserving groups (social determinants of health), particularly those disproportionately impacted by COVID-19 and whose mental health has been impacted, report an improved sense of wellbeing because of services received at Carlington.	<ul style="list-style-type: none">• Add two questions regarding mental health supports to client survey:<ol style="list-style-type: none">1. Has your mental health been impacted by the pandemic?2. If so, have the services you have received at Carlington improved your sense of wellbeing?	<ul style="list-style-type: none">• 80% of clients in this cohort report an improved sense of wellbeing.