



HQO QUALITY IMPROVEMENT PLAN REPORT 2020-2021

THEME	DIMENSION	INITIATIVE	METHOD	TARGET	Q1	Q2	Q3	Q4
Timely & Efficient Transitions	Efficient	Clients admitted to hospital for diagnosis related to heart, lung and GI will have follow-up within 7 days of discharge	<ul style="list-style-type: none"> Amend discharge template to allow clinicians to more easily identify selected conditions Ensure new clinicians &/or relief/locum are oriented to template and accurate completion RNs to do post-discharge telephone follow-up 	100% of clients have follow up within 7-days of hospital discharge for selected conditions	100%	100%	83%	82%
Service Excellence	Patient-centered	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>“Do you feel as involved as you would like in decisions about your care/treatment”</i> Educate allied health partners on administering questionnaire 	80% of respondents	72%	Survey on hold	Survey on hold	100%
		Client experience survey reflect a sense of feeling comfortable and welcome at CCHC	General client experience survey question: <i>“CCHC is a welcoming environment where I am treated with dignity and respect”</i>	90% of respondents	82.5%	Survey on hold	Survey on hold	Survey on hold Restarted and will be reported next quarter
		Provide professional development time for staff	Front-line staff to complete “Brain Story” certification	80% of childcare teachers 60% of PHC clinicians	100% 0%	n/a 0%		n/a 35%



HQO QUALITY IMPROVEMENT PLAN REPORTING Q4 2020-2021

THEME	DIMENSION	INITIATIVE	METHOD	TARGET	Q1	Q2	Q3	Q4
Equity	Equitable	Percentage of clients receiving services at CCHC who identify/disclose food security as an issue receive support	Develop new template in EMR to reflect identification of issue and intervention provided	95% of clients who identify food insecurity are referred or directly assisted with emergency food	100%	95%	80%	80%
			Ensure staff using EMR are aware of new food security template	90% of staff know how to access template and apply it to their work	100%	100%	100%	100%
		Updating client demographic data	<ul style="list-style-type: none"> Medical reception to ask clients not seen within a year to update their information based on new registration form Main reception and Intake to use new registration form or Ocean tablet to update client demographic data Volunteers recruited to assist clients with use of Ocean tablets for demographic data updates 	70% of client data updated	Put on hold due to COVID	Put on hold due to COVID	Put on hold due to COVID	Put on hold due to COVID