



Improving Quality Together

The future of the regional approach to healthcare

Faculty/Presenter Disclosure

- **Faculty:** Lindsay McGee, Christine Reyes, Joanne Fox, James Brown
- **Relationships with financial sponsors:**
 - No relationships with financial sponsors

Disclosure of Financial Support

- This program has received no financial or in-kind support

Mitigating Potential Bias

- Not applicable

Who we are:

- North Huron Family Health Team (2007)
 - 3 Locations (Wingham, Teeswater, Lucknow)
 - 9 physicians
 - Approximately 12,000 patients
- North Perth Family Health Team (2007)
 - 1 Location (Listowel)
 - 11 physicians
 - Approximately 17,500 patients
- Listowel Wingham Hospitals Alliance
 - 2 Locations (Wingham and Listowel)

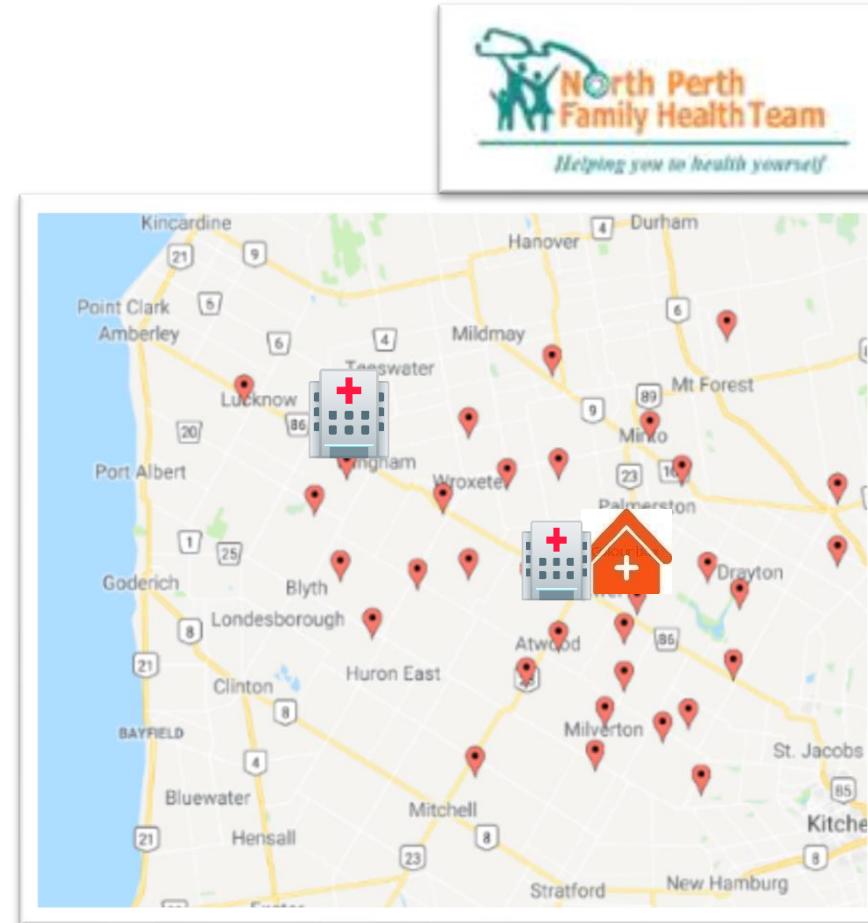
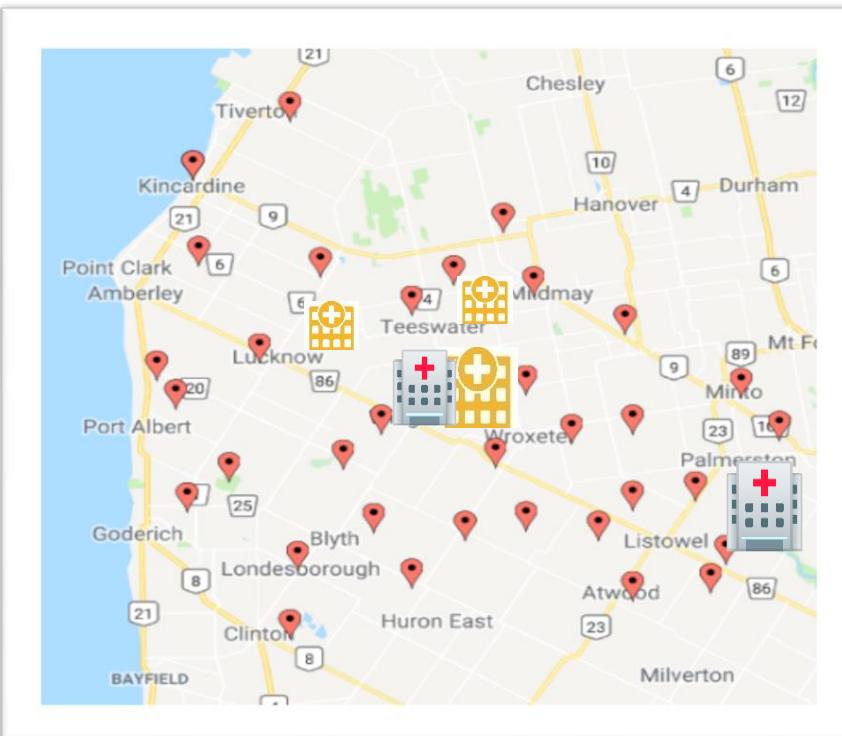


Learning Objectives:

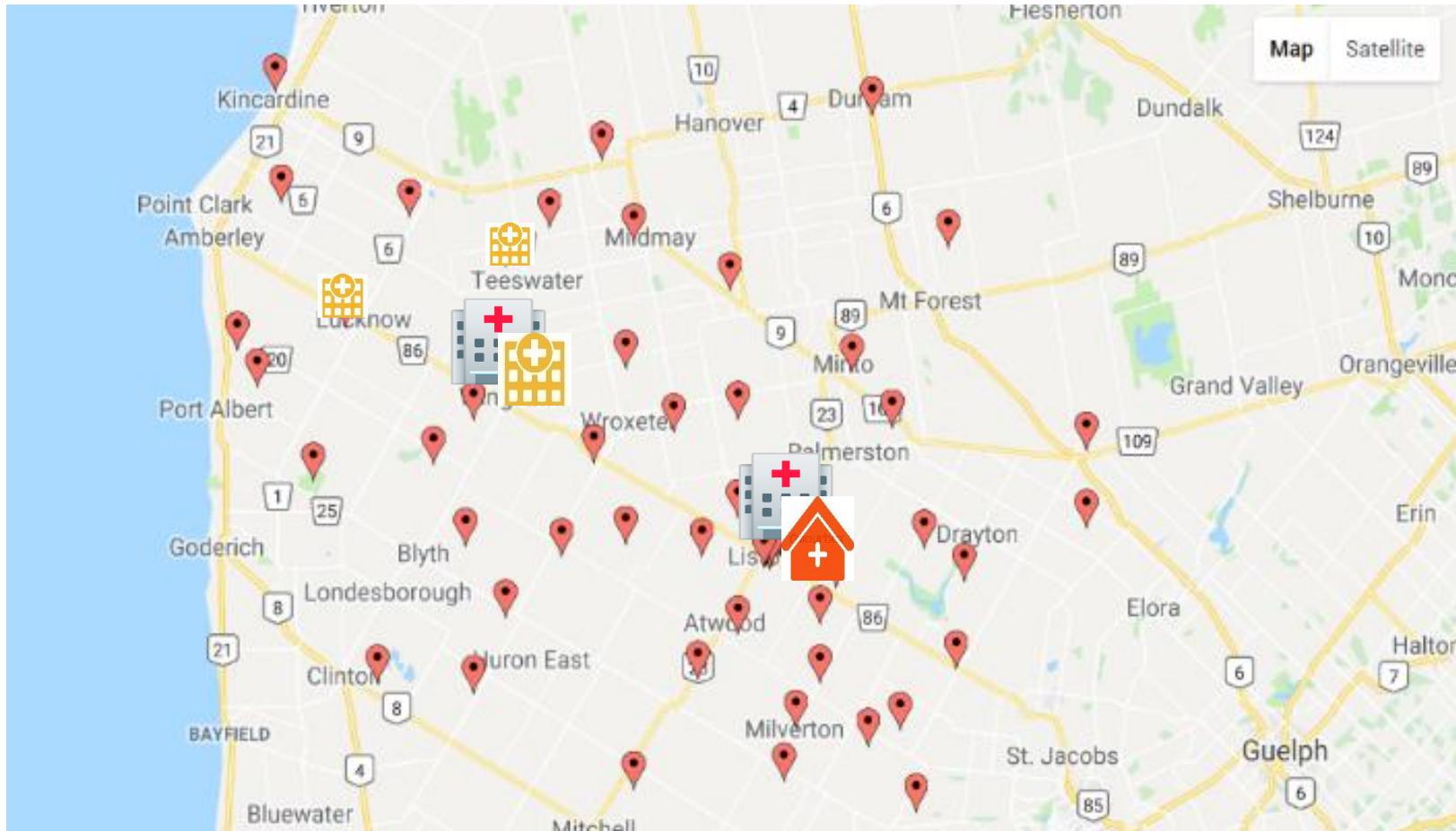
- The presentation will review a joint Quality Improvement Plan initiative between 2 rural Family Health Teams and their local hospital organization
- We will discuss key enablers to the success of the project, and how we work together operationally as a LHIN sub region



Our Patients Geographically



Who we serve in North Huron & North Perth





Care in Numbers

FY 2018

	ER Visits	27,695
	Inpatient Beds	71
	Discharges	1,979
	Patient Days	15,387
	AmCare Visits	16,625
	Surgical Cases	2,382
	# of Staff	409
	Newborns	149

Since the beginning...

- Strong partnership and shared vision within leadership and governance to provide integrated care across 2 FHT's and Hospitals Alliance
- Hospital leadership on FHT Boards
- Shared Business Manager
- Shared Quality Manager
- Joint Strategic Planning every 3 years



Family Health Team Partnership:

- Separate but aligned: policies, medical directives, programs and outcomes, business model and accounting software
- Separate but aligned Quality Committees and Quality Improvement Plans
- Shared EMR across 2 FHTs
 - Shared I.T. Governance Committee (FHT's & Hospital)
 - Data sharing agreement
 - FHT EMR available in hospital & hospital system available in clinic
 - Diabetes Education Centre documents within EMR
 - Recent addition of Geriatrician

Joint QIP Priority area on 2016/17 QIP: COPD Navigation

- Both FHT's already had separate but aligned Lung Health programs which was a key enabler to expanding to a hospital partnership
- FHT's and Hospitals had both been separately targeting COPD patients with limited success
- The transition from hospital to home had been identified as an area where there was an opportunity to improve
- The hospital had access to more reliable data such ED visit and admission/discharge data
- Joint project began in 2015/16

- **Objective:** Reduce the readmission rate (within 30 days) for patients admitted with a diagnosis of COPD at the LWHA

- **Change Ideas:**

- Implementation of COPD Order Set (Emergency Department) and Clinical Pathway (Inpatient unit) for COPD across Hospitals Alliance
- Staff Education
- Process for booking follow-up appointments for all COPD discharges
- Process for referral to the Lung Health program following an admission and/or emergency department visits

Lung Health in North Huron & North Perth

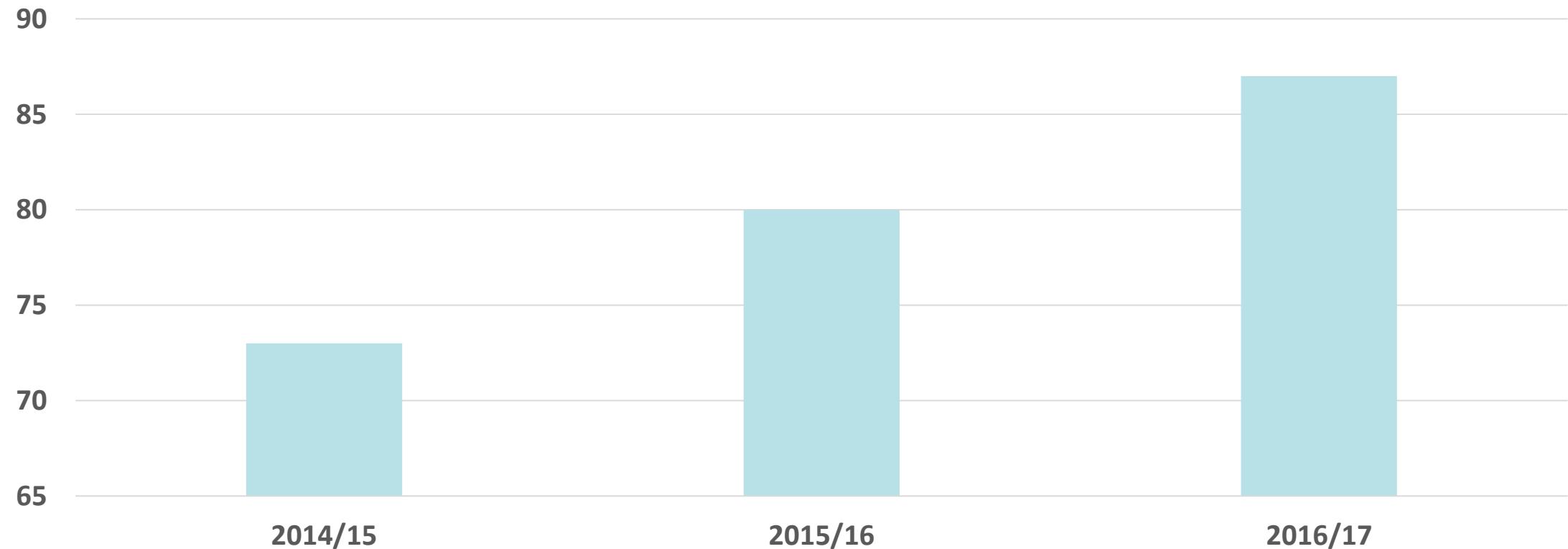
- A story...

Lung Health Program

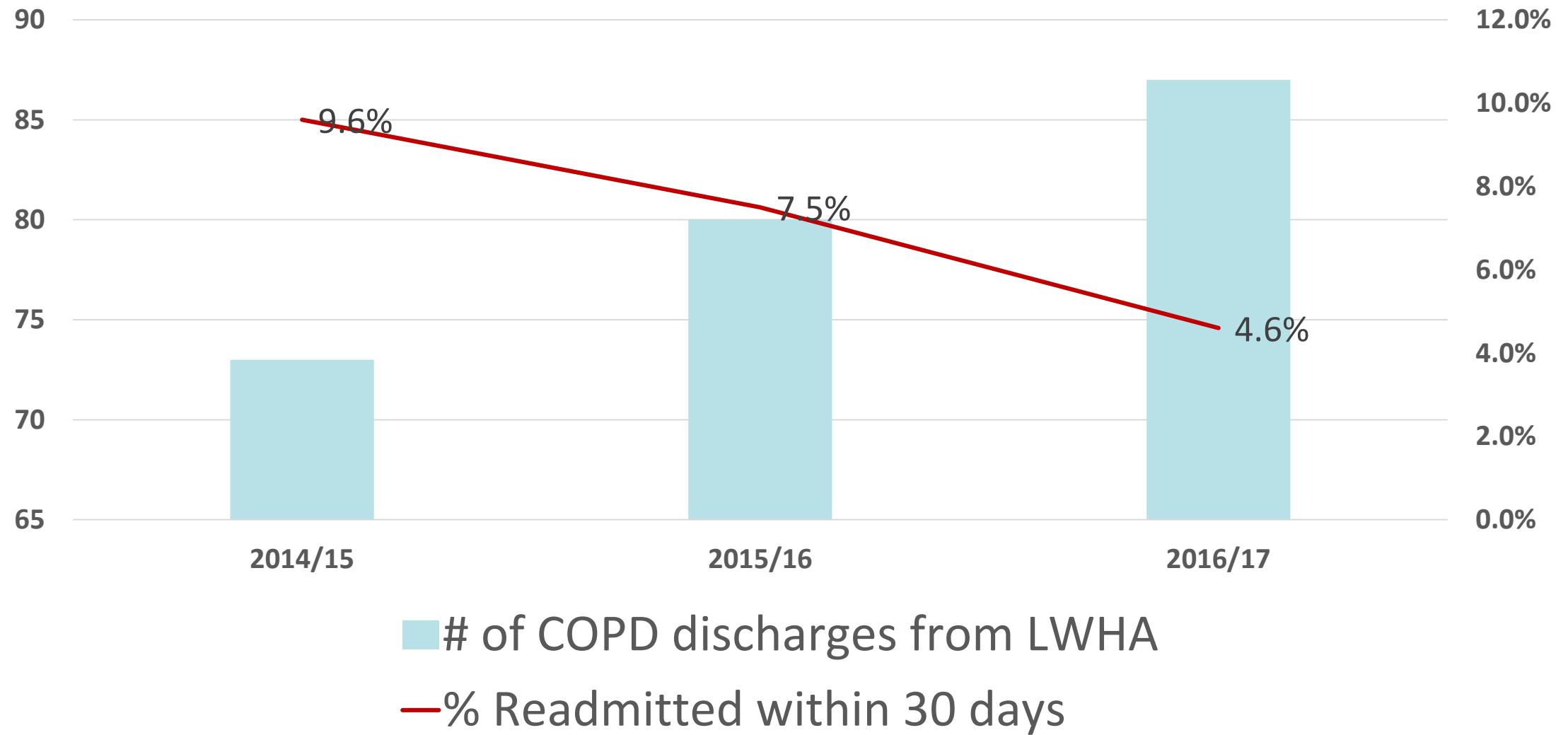


Our results:

- Process measures:
 - Percent of COPD patients who had a follow-up appointment booked on discharge
 - Percent of COPD patients who had Emergency department Order Set used on admission
 - Percent of COPD patients who had Clinical pathway used for inpatient stay



■ # of COPD discharges from LWHA



Other outcomes:

- Processes have become operational, and part of our every day work
 - Priority area no longer on our QIP, but on FHT Schedule A
- Improved communication between hospital and FHT clinical staff
- Strengthened partnership between FHT and hospital Quality & Decision Support
 - Shared outcome collection and software
- Success story from which to build on and spread

What next?

- Mental Health
- Opioids
- Coordinated Care Planning

Questions?

*“If you want to go fast go alone.
If you want to go far go together.”*

African Proverb

Thank-you!