



The Future of the Regional Approach to Healthcare Northeastern Ontario Family Health Team Network

The North Stars – Leading the Way into Collective Action



As primary care teams become increasingly careful with resources, collaborations and partnerships are often the key to creating new programs. In northeastern Ontario, FHTs have taken this idea to the next level. Twenty-seven have joined together as members of the Northeastern Ontario Family Health Team Network (NEOFHTN) to implement a large-scale quality improvement program tailored to the specific requirements of their communities.

The genesis of the NEOFHTN QI program recognizes the importance of the standardization of program measures in order to facilitate a shift in focus from measurement and reporting to quality improvement. The network has committed to this approach and has agreed on a common set of indicators to track performance for the nine most common programs across the region. These indicators will yield information that will help improve patient experiences and care. Standardizing these measures will allow the teams to make comparisons, share lessons and collaborate.

The network has chosen 24 indicators. By identifying areas that require quality improvement, the teams will be able to expand the common indicators for more programs to address problems in the upcoming year; therefore supporting patient-centred care more effectively.

In fact, the teams are so eager to share that they're already planning to expand the indicators to other programs, while the northeastern Ontario QIDSS network is developing tools for easy data extraction, analysis and review to support the network in obtaining positive health outcomes.

Thanks to this initiative, patients of all 27 network FHTs have better access and engagement to smoking cessation, falls prevention and mental health screening programs. There are also new standardized screening tools that

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2018

facilitate patient engagement, promoting discussion with their providers. Patients also have the opportunity to evaluate the process through standardized patient experience surveys.

A presentation at the 2018 AFTHO conference allowed the NEOFHTN to discuss the utility of its program and the process for establishing common indicators. It demonstrated the benefits of collaboration and resource sharing.

Key Facts:

- Standardization of program measures such as data collection resulting in quality improvement
- 24 common indicators chosen to track program performance
- 27 FHTs in region will benefit
- Aligning EMR data with FHT programs
- Allows for intra-regional comparisons