

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 14, 2024



















St. Joe's has added to the healthcare worker incident report an opportunity for staff to identify if the incident is related to racism and/or discrimination leading to the offer of support by our Senior EDI Consultant.

The Prevention of Violence in the Workplace committee has representation from all levels of internal partners including, union partners, to align on initiatives. The committee is pivotal in prioritization, strategy development, decision making and communication surrounding issues related to safety events in the workplace to ensure safety for all HCWs.

## POPULATION HEALTH APPROACH

St. Joe's is a member of the St. Joseph's Health System. St. Joseph's Health System (SJHS) is devoted to delivering care across the continuum. SJHS is a well-recognized leader for innovation in models of patient-centered integrated care at each stage of the patient experience including acute care, long-term care, community care, rehabilitation, hospice, community outreach, and mental health services. As an example, St. Joe's works closely with St Joe's Home Care to deliver integrated comprehensive care (ICC) for patient populations needing in home support. The ICC Program provides patients with one number to call and 24/7 access to a transitional care team who has access to a shared health record to enable the transition to be as seamless as possible, which delivers effective and efficient care by supporting timely discharges and preventing unnecessary visits back to hospital for patients.

St Joe's works in partnership with the people we serve and our communities to transform and improve patient experiences through integrated health services and internationally recognized programs, such as the International Outreach Program and the Nunavut Department of Health Partnership.

St Joe's is an active member of the Greater Hamilton Health Network (GHHN), which is one of 12 accelerated Ontario Health Teams across the province. The GHHN includes representation from more than 40 organizations, reflecting primary care, home care, hospitals, community agencies, long-term care, mental health, Indigenous health, post-secondary education, and the City of Hamilton (Healthy and Safe Communities Department, Public Health and Paramedic Services). Together, the GHHN is working to co-design a patient centered health system grounded in engagement, health equity and the local needs of the communities we serve.

St Joe's continues to work with partners across the healthcare system to improve access to care, optimize capacity and improve population health outcomes. Some of the new partnership initiatives from this past year include:

- Implemented a new admission avoidance program with Thrive Group called Let's Go Home (LEGHO) Program, which provides a bundle of community support services to successful transitions people home from the ED or inpatient care.
- Introduced the Dementia, Resources, Education, Advocacy, Membership (DREAM) Team with the Alzheimer's Society to community and/or outreach supports.
- Collaborated with St Joseph's Health Care London and other community mental health agencies to expand access to the Ontario Structured Psychotherapy program for Ontario Health West. This program provides evidence-based treatment for individuals experiencing any anxiety or depression-related concerns.

This year, St. Joe's will continue to seek out partnership opportunities to promote health, prevent disease and help people live well with their conditions, including:

- Co-leading the design and vision for Coordinated Access to mental health care for patients within the Ontario Health West Region by acting as the region's designated 'Coordinated Access Partner Organization'. This initiative is designed to provide patients with one point of entry to access care across the region.
- Leading the implementation of a hub and spoke model for a new lung screening program for the sub-region.
- Partnering with the Six Nations Health Leadership Team to launch a Chronic Kidney Disease (CKD) Risk Screening program for Indigenous Communities.

## **EXECUTIVE COMPENSATION**

For execution of the Quality Improvement Plan, a Pay at Risk is assigned to the following positions:

- President
- Executive Vice President, Clinical Programs and Chief Nursing Executive
- Senior Vice President Finance and Corporate Services
- Vice President Medical & Academic Affairs and Chief of Staff
- Vice President, People, Culture & Diversity
- Vice President, Kidney and Urinary Services, Ambulatory Programs, Diagnostic Imaging and Laboratory Medicine
- Vice President, Education
- Vice President, Research
- Vice President and Chief Information Officer

## **CONTACT INFORMATION/DESIGNATED LEAD**

If you wish to speak to someone from St. Joes regarding the QIP or other quality improvement activities, contact Jesse Tolan Director of Patient Experience, Quality and Patient Safety at [tolanj@stjosham.on.ca](mailto:tolanj@stjosham.on.ca)

## 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

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Board Chair

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Board Quality Committee Chair

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Chief Executive Officer

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Other leadership as appropriate

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