



Quality Improvement Plan

A Quality Improvement Plan (QIP) is a formal blueprint that outlines how a healthcare organization will meet their quality improvement goals. Through the development of a QIP, organizations demonstrate a public commitment to improving the quality of care they provide. North Lambton Community Health Centre (NLCHC) has embraced a culture of quality improvement and the perpetual learning that brings. Our annual QIPs include specific targets and actions that help us move towards improved client care and experience.

A Snapshot of Planned Improvement Initiatives:

Timely Access to Care

Timely access to care is very important to the NLCHC. This year, we will be working on several initiatives aimed at increasing efficiencies and will be developing a plan for managed panel growth. We will pursue initiatives aimed at using our multidisciplinary team to full capacity, look at trends in common issues addressed at the Centre and tailor programs accordingly. We have also committed to work with the **Sarnia-Lambton Health Quality Partners Collaborative** tasked with improving coordination of care within the local healthcare system.

Client Experience

Client-centred initiatives this year focus **on improving our equity-oriented experience**. We will be completing a trauma and violence informed care 'walk-through' to identify opportunities to improve our clinic atmosphere. We have also committed to completing a training module from the Equip Primary Care for Equity toolkit. As a continuation of our work from the previous year, we will prioritize roster applications for people who identify as LGBTQ+.

This year we sought input from a group of rostered patients with unique perspectives. These client advisors have agreed to participate in the trauma and violence informed clinic walk-through. We look forward to the incorporation of ideas from their viewpoints.

Health Equity

Over the past year, a significant effort was dedicated to participation in a **health equity collaborative** that worked on a project aimed at increasing our understanding of the barriers related to cancer screening. This year, identified gaps will be further examined to determine potential interventions that can help improve cervical cancer screening rates among all populations and social demography.

For more information, please contact:

Leah Willemse, Quality & Chronic Disease Team Lead
lwillemse@nlchc.com t. 519-786-4545 Ext. 311