







# 2017/18 Quality Improvement Plan for Ontario Primary Care

## "Improvement Targets and Initiatives"

London InterCommunity Health Centre 659 Dundas Street East, London, ON N5W 2Z1

AIM		Measure							Change				
Quality dimension	Issue	Measure/Indicator	Unit / Population	Source / Period	Organization Id	Current performance	Target	Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure	Comments
Safe	Medication safety	Percentage of patients with medication reconciliation in the past year	% / All patients	In house data collection / Most recent 12 month period	92235*	CB	CB		1)Develop process internally to reconcile client medications	Assign a NP to work with DMC to develop a system for tracking medication reconciliations	EMR	Collecting Baseline Data	
Timely	Timely access to care/services	Percentage of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed.	% / PC organization population (surveyed sample)	In-house survey / April 2016 - March 2017	92235*	44.16	50.00		1)Improve access to primary care	Set up a triage system to allow clients to be seen same/next day when sick	Number of client surveys reflecting client access to same/next day care when sick to be reviewed quarterly.	50%	