

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 16, 2026



OVERVIEW

The Grand Bend Area Community Health Centre is committed to advancing high-quality, person-centred, and equitable primary care for the communities we serve. Our 2026-2027 Quality Improvement Plan focuses on improving access, strengthening patient experience, promoting culturally safe care, and enhancing system efficiency.

We continue to prioritize the onboarding and attachment of new patients, particularly those who experience barriers to accessing timely primary care. Streamlined intake processes, coordinated communication across our interprofessional team, and partnerships with local health and social supports help ensure that new patients are welcomed and connected to appropriate services.

Timely access remains a key expectation for patients. To address this, the GBACHC provides same-day appointments for urgent needs and offers flexible booking options including virtual and in-person care. Improved triage and team-based care models support patients in receiving the right care, from the right provider, at the right time.

To ensure all patients feel safe, respected, and included, we are increasing the proportion of staff who have completed equity, diversity, inclusion, and anti-racism education. This ongoing learning strengthens cultural humility and enhances the patient experience, particularly for equity-deserving groups.

Finally, the GBACHC is working to reduce the number of outgoing faxes per 1,000 rostered patients by expanding digital communication tools and secure electronic referrals. This improves

efficiency, reduces administrative burden, and supports seamless transitions in care.

Together, these priorities reinforce our commitment to accessible, inclusive, and high-quality primary care for our community.

ACCESS AND FLOW

Ensuring strong access and flow is central to the Grand Bend Area Community Health Centre's (GBACHC) mandate to provide timely, coordinated, and patient-centred care. Our improvement work is grounded in the principle of delivering the right care, in the right place, at the right time, while supporting individuals to remain safely in the community and avoid unnecessary emergency department visits or hospitalizations.

GBACHC has implemented and continues to expand same-day and rapid-access appointments to address urgent primary care needs and reduce reliance on emergency services. Flexible booking options, including both in-person and virtual visits, improve accessibility for patients with mobility, transportation, or scheduling barriers. Enhanced triage processes support timely identification of patient needs and ensure appropriate navigation to the most suitable provider or service.

Team-based care models are a key strategy to improve flow and continuity of care. Interdisciplinary teams allow patients to receive care from the right provider—such as nurse practitioners, physicians, social workers, or allied health professionals—based on clinical need, improving efficiency and outcomes while optimizing provider scope of practice. In alignment with leading practices, GBACHC is also introducing the use of AI scribes to reduce

documentation burden, enabling clinicians to focus more fully on patient care and increasing clinical capacity.

These initiatives support provincial priorities outlined in the Home First Guiding Principles and the Transitions Between Hospital and Home Quality Standard by strengthening access to primary care and community-based supports. As outlined by Quality Ontario, GBACHC will measure success through patient and client perceptions of timely access to care, as well as growth in new patient, client, and enrolment numbers, ensuring continuous improvement in access and flow across the system.

EQUITY AND INDIGENOUS HEALTH

Advancing health equity and Indigenous health is a foundational mandate of Community Health Centres (CHCs) and central to the Grand Bend Area Community Health Centre's (GBACHC) approach to care. CHCs are uniquely positioned to reduce health inequities by addressing the social determinants of health, prioritizing populations experiencing barriers to care, and delivering services that are inclusive, culturally safe, and responsive to community needs.

GBACHC is committed to providing equitable, person-centred care that is free from judgement, discrimination, or stigma. This commitment is embedded across organizational policies, clinical practice, and workforce development. A core focus of our equity improvement work is ensuring that all staff are equipped with the knowledge and skills required to deliver inclusive and culturally safe care. GBACHC requires all staff to complete mandatory education related to equity, diversity, inclusion, and antiracism, including training that supports respectful, trauma-informed, and culturally

responsive care. This training supports awareness of systemic inequities, racism, and bias, and reinforces staff accountability in promoting safe and welcoming environments for all patients and clients, including Indigenous peoples.

In alignment with Health Quality Ontario priorities, GBACHC will monitor and report on the percentage of staff who have completed relevant equity, diversity, inclusion, and antiracism education as a key organizational indicator. This measure reflects our commitment to sustained, system-level change and continuous improvement in equity-oriented care delivery.

Through mandatory training, organizational accountability, and a values-based approach to care, GBACHC advances health equity and Indigenous health by ensuring services are accessible, respectful, and responsive to the diverse needs of the communities we serve.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The Grand Bend Area Community Health Centre (GBACHC) values patient, client, and community feedback as a critical driver of quality improvement and accountability. Understanding care experiences from those we serve aligns with the Community Health Centre (CHC) model, which emphasizes community responsiveness, continuous improvement, and patient-centred care.

GBACHC administers patient and client experience surveys on an annual basis to gather feedback on access, communication, respect, and overall care experiences. Survey results are systematically reviewed and analyzed to identify strengths, gaps, and emerging trends. Findings are shared and discussed at leadership meetings, staff meetings, and relevant committees to ensure organizational

awareness and collective responsibility for improvement.

Feedback from experience surveys informs the development and refinement of quality improvement initiatives, service planning, and operational changes. Identified concerns or opportunities are incorporated into quality improvement plans, with actions assigned, timelines established, and progress monitored through existing governance and reporting structures. This collaborative approach ensures that feedback is translated into meaningful change rather than remaining informational.

In keeping with CHC principles, GBACHC also considers additional sources of feedback, including informal patient input, community engagement activities, and staff observations, to provide context and deepen understanding of survey findings—particularly for populations that may face barriers to participation. This broader approach supports equity-oriented quality improvement and responsiveness to community needs.

By embedding patient and client experience data into leadership decision-making, team discussions, and quality committees, GBACHC ensures that care improvement efforts remain grounded in the lived experiences of those we serve and continue to evolve in alignment with community priorities.

PROVIDER EXPERIENCE

The Grand Bend Area Community Health Centre (GBACHC) recognizes that a positive staff experience and supportive workplace culture are essential to recruitment, retention, and the delivery of high-quality, patient-centred care. As part of the Community Health Centre (CHC) model, GBACHC prioritizes staff

wellbeing, professional growth, and collaborative practice as foundational to organizational sustainability.

To support recruitment and retention, GBACHC offers a comprehensive compensation and benefits package, including participation in the Healthcare of Ontario Pension Plan (HOOPP), competitive benefits, paid vacation, personal time, and statutory holidays. The Centre provides a coverage model that supports practitioners during planned and unplanned time off, helping to reduce burnout and ensure continuity of care for patients.

GBACHC is implementing innovative practices to improve clinical efficiency and staff experience, including the use of AI scribes to reduce administrative burden and allow clinicians to focus on patient care. Team-based care models foster a supportive and collegial work environment, enabling staff to work to full scope of practice while sharing responsibility across interdisciplinary teams.

Workplace wellness is further supported through a dedicated Wellness Committee that promotes staff wellbeing initiatives and a healthy organizational culture. GBACHC also invests in professional development by providing protected education time, funding for learning opportunities, and support for conference attendance. Staff are encouraged to pursue leadership development and growth opportunities within the organization.

Flexible scheduling options, aligned with CHC operational needs, support work–life balance and enhance job satisfaction. Collectively, these initiatives reflect GBACHC’s commitment to fostering a supportive, inclusive, and sustainable workplace that attracts and retains skilled health professionals while supporting

excellence in care delivery.

SAFETY

At the Grand Bend Area Community Health Centre (GBACHC), safety is understood as more than the absence of harm. Our approach emphasizes proactive, real-time monitoring, resilience, and shared accountability to support a responsive and learning-oriented safety culture.

GBACHC is actively reducing reliance on manual processes that introduce risk, including decreasing the number of manual faxes sent and received. The increased use of e-consults and e-referrals improves timeliness, accuracy, and continuity of information sharing across the system, supporting safer clinical decision-making and smoother care transitions. These digital solutions reduce administrative burden while minimizing the potential for communication-related errors.

An active Workplace Health and Safety Committee plays a central role in identifying, monitoring, and addressing risks across the organization. This committee reviews safety data, environmental concerns, and incident trends, and supports proactive interventions before harm occurs. GBACHC maintains clear policies and procedures related to patient, staff, and workplace safety, supported by mandatory staff training to ensure consistent understanding and application across roles and sites.

Incident reporting is used as a learning tool rather than a punitive process. Incidents and near misses are reviewed to identify system-level improvements, with actions implemented to prevent recurrence. Staff are encouraged to raise safety concerns in real

time, supported by an open-door leadership approach that prioritizes transparency, responsiveness, and psychological safety.

GBACHC also recognizes emotional and psychological safety as essential components of a resilient safety culture. Through supportive leadership, team-based care, and open communication, staff are empowered to speak up, adapt, and respond effectively to emerging risks—strengthening safety for both patients and providers.

PALLIATIVE CARE

The Grand Bend Area Community Health Centre (GBACHC) integrates palliative care across the illness trajectory, with a focus on early identification, coordinated care, and holistic support that enhances quality of life for patients with life-limiting illnesses and their families. Our approach aligns with the Quality Standard for Palliative Care and the Palliative Care Health Services Delivery Framework by emphasizing timely access, interdisciplinary collaboration, and seamless transitions of care.

First, GBACHC is participating in a Huron Perth & Area Ontario Health Team (HPOHT)—led palliative remote care monitoring program. This initiative supports proactive symptom monitoring and early intervention, helping patients remain safely at home while reducing avoidable emergency department visits and hospitalizations. Remote monitoring allows care teams to respond quickly to changes in condition, supporting comfort, dignity, and patient-centred goals of care.

Second, GBACHC provides interprofessional palliative support through team-based care models that include primary care

providers, social workers, dietitians, and other allied health professionals. This collaborative approach addresses physical symptoms alongside psychosocial, nutritional, and emotional needs, supporting both patients and care partners throughout disease progression. Care plans are individualized and aligned with patient values, consistent with palliative quality standards.

Third, GBACHC uses LENS hospital discharge notifications and structured case management practices to support timely transitions from hospital to home. Early awareness of discharges enables proactive follow-up, medication reconciliation, and coordination with community partners such as home and community care services. This reduces fragmentation and ensures continuity of care during vulnerable transitions.

Data from remote monitoring, hospital notifications, and team feedback are reviewed to inform ongoing quality improvement. Through these integrated practices and strong community partnerships, GBACHC enhances quality of life and delivers compassionate, coordinated palliative care across the continuum.

POPULATION HEALTH MANAGEMENT

The Grand Bend Area Community Health Centre (GBACHC) applies population health—management principles to better understand and respond to the health and social needs of the communities we serve. Guided by the Rapid Improvement Support Exchange (RISE) framework, our work is grounded in population identification, data-informed planning, and collaborative, community-based solutions.

GBACHC’s strategic planning process incorporates regional data, community demographics, and service utilization trends to identify

priority populations and unmet needs. This includes analysis of internal data such as top diagnoses, enrolment patterns, and service demand, alongside community survey results and feedback from patients and partners. These insights inform decisions about program development and resource allocation to ensure services are aligned with local needs.

As an active member of the Huron Perth & Area Ontario Health Team (HPAOHT) and the Sarnia Lambton OHT (SL-OHT), the GBACHC partners with other primary care teams, hospitals, home and community care providers, and non-traditional community partners to support coordinated, integrated care. Collaboration within the OHT enables shared population-level planning, improved transitions of care, and more efficient use of system resources.

Population health insights have informed the development and refinement of targeted programs such as Adult Day programming and condition-specific supports, including a Parkinson's group, designed to address both clinical and social needs. Case management practices further support individuals with complex needs by coordinating care across sectors and addressing social determinants of health.

This iterative approach—using data, partnerships, and continuous feedback—supports proactive, equitable, and person-centred care across the continuum. Through shared planning and community collaboration, GBACHC advances population health outcomes while strengthening system integration and sustainability.

CONTACT INFORMATION/DESIGNATED LEAD

Tara Oke, RN
Director of Primary Care and Chronic Disease
Grand Bend Area Community Health Centre
69 Main Street East, P.O. Box 1269
Grand Bend, ON, N0M 1T0
519-238-2362, ext. 220
toke@gbchc.com

OTHER

The Grand Bend Area Community Health Centre (GBACHC) views quality improvement as an ongoing, organization-wide responsibility that is embedded in governance, leadership, and day-to-day practice. Our Quality Improvement Plan (QIP) is not a standalone document, but part of a broader culture of continuous learning, accountability, and community responsiveness that reflects the Community Health Centre model of care.

GBACHC is committed to transparency and shared accountability. Quality priorities, organizational values, and service information are publicly available through our website (gbachc.ca), supporting openness with patients, clients, staff, and community partners. The QIP is integrated into regular leadership, board, and committee discussions to ensure alignment with strategic priorities and evolving community needs.

Community engagement is central to our quality approach. Feedback from patients, clients, staff, and community partners informs planning, program development, and improvement initiatives. This ensures that quality improvement activities remain grounded in lived experience and responsive to local context,

particularly for rural populations and those facing barriers to care.

GBACHC also emphasizes cross-sector collaboration, data-informed decision-making, and staff empowerment as key enablers of quality. Staff at all levels are encouraged to identify opportunities for improvement, participate in solution design, and contribute to a learning-oriented environment that supports innovation and adaptability.

Through this integrated and values-driven approach, GBACHC's QIP activities support safe, equitable, and high-quality care while strengthening system partnerships and advancing health and wellbeing for the communities we serve.

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 **March 16, 2026**

Marg Alfieri, Board Chair

Kris Bailey, Quality Committee Chair or delegate

Ralph Ganter, Executive Director/Administrative Lead

Tara Oke, Other leadership as appropriate
