

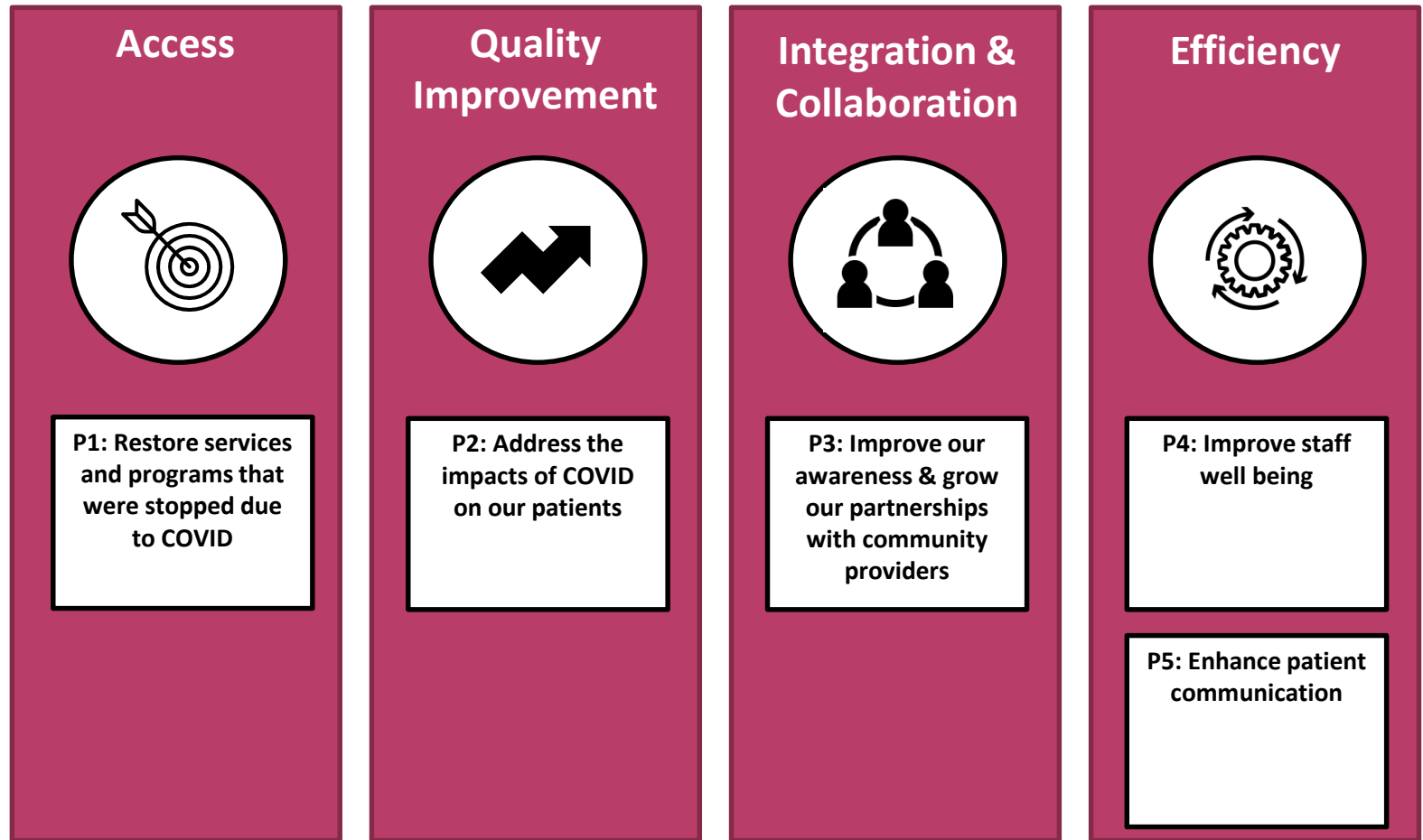


Carefirst Family Health Team

2021/22 Areas of Focus and Annual Priorities

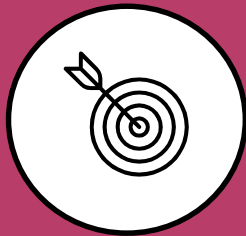
FY 2021/22:

4 Areas of Focus / 5 Annual Priorities



ACCESS

Access

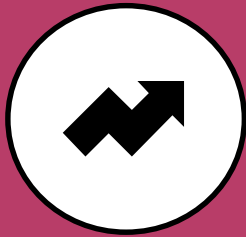


P1: Restore services and programs that were stopped due to COVID

Activities	Measures of Success
<ul style="list-style-type: none">▪ Create a sustainable hybrid model of in-person and virtual services▪ Resume home visits▪ Resume interdisciplinary team meetings▪ Resume in-person group sessions▪ Offer more self management education and tools▪ Provide health promotion education and coaching▪ Conduct a utilization study for office space	<ul style="list-style-type: none">▪ Virtual care policy in place▪ % of patients that were able to access same day or next day appointments▪ # of patients reviewed in integrated program rounds▪ Number of home visits conducted▪ Number of group sessions provided▪ # of patients in CDMP▪ Patient satisfaction with CDMP education sessions▪ % of patients who reported improved knowledge on various health topics▪ Number of vacant offices that can be used for additional people/teams/services

QUALITY IMPROVEMENT

Quality Improvement



P2: Address the impacts of COVID on our patients

Activities	Measures of Success
<ul style="list-style-type: none">▪ Expand mental health service offerings and resources▪ Follow up with patients who are overdue for screening / services▪ Educate and encourage patients to get vaccinated▪ Continued participation in the COVID@Home program▪ Continued participation in the high priorities program	<ul style="list-style-type: none">▪ Number of new mental health service offerings▪ Increase in cancer screening rates▪ Increase in HbA1C rates▪ Increase in foot screens▪ Increase in BP checks▪ % of patients vaccinated with 2 doses▪ Patient satisfaction with COVID@Home program▪ # of patients supported by COVID@Home program▪ # of patients referred to wrap around care services on COVID@Home▪ # of COVID swabs done

INTEGRATION & COLLABORATION

Integration & Collaboration

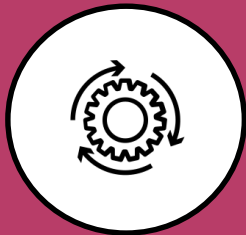


P3: Improve our awareness & grow our partnerships with community providers

Activities	Measures of Success
<ul style="list-style-type: none">▪ Gain a better understanding of internal and external partners▪ Participate in Ontario Health Teams▪ Explore new partnership opportunities▪ Keep care local	<ul style="list-style-type: none">▪ # of lunch and learn sessions conducted that focused on partners▪ Increase in the number of referrals to our internal programs and specialists▪ # of new programs offered/partnerships made▪ Presentation of program/success through publication or conferences

EFFICIENCY

Efficiency



P4: Improve staff well being

P5: Enhance patient communication

Activities	Measures of Success
<ul style="list-style-type: none"> ▪ Create joy in work ▪ Increase recognition opportunities for staff ▪ Address staff shortages 	<ul style="list-style-type: none"> ▪ Staff turnover ▪ Staff satisfaction scores ▪ # of student opportunities provided ▪ Decrease wait lists

Activities	Measures of Success
<ul style="list-style-type: none"> ▪ Leverage the functionality of Pomelo (patient portal) ▪ Involve patients and caregivers in the design/implementation of programs ▪ Make the FHT/Website a central and trusted source of health information/guidance for our patients and community 	<ul style="list-style-type: none"> ▪ % of patients that have email in EMR ▪ % of patients that have registered for Pomelo (patient portal) ▪ # of online appointments booked by patients ▪ # of patients/caregivers involved in design/planning FHT programs ▪ # of communications and updates to website ▪ # of hits to our website