

Mission: The Ingersoll Nurse Practitioner-Led Clinic is committed to providing comprehensive primary health care in our community.
Vision: To provide accessible, high quality, patient-centered primary care.



Strategic Priorities

Access

- Deliver the appropriate care at the appropriate time by the appropriate provider
- Provide care that demonstrates the full scope of practice of our staff
- Practice *Advanced Access & Efficiency Principles*
- Offer extended hours of service

Collaboration

- Ensure patients have access to multi-disciplinary care provided within a team-based model
- Pursue opportunities with existing and new partners to enhance access to quality care
- Focus program development that aligns with identified provincial and community needs

Quality

- Provide care that is based on the highest standards and evidence-based guidelines
- Align programs and services to be reflective of Health Quality Ontario Standards
- Utilize feedback from the Patient Experience Survey
- Develop standardized methods of data collection

Accountability

- Ensure fiscal responsibility through all required reporting methods following Ministry of Health guidelines
- Support professional practice that aligns with regulatory standards
- Provide access to efficient wrap-around health care



Key Values

Efficiency Quality Effectiveness Accessibility Patient-Centered
 Safety Equitable Collaboration Cost-Efficient Enhancement

Who We Are...

The Ingersoll Nurse Practitioner-Led Clinic is a primary health care team that provides multi-disciplinary, person centred primary care services to people of all ages in our community. Nurse Practitioner-Led Clinics (NPLCs) are cost-efficient, salary-based teams that maximize the scope of practice of all providers. The NPLC model provides timely access to treatment of acute and chronic illnesses, mental health and addiction problems.

Care provided in an NPLC reflects evidence-based practice guidelines that meet the highest standard of practice. Patients are fully engaged in health care decisions directed at attaining their full health potential by focusing on illness prevention, self management, healthy decision making, and positive mental health practices.

The Ingersoll NPLC team is comprised of regulated health care providers that includes Nurse Practitioners (NPs), Registered Practical Nurses (RPNs), A Chronic Disease Coordinator, Social Workers and a consulting Physician. These providers are supported by a Quality Improvement Information Management Support (shared between 7 NPLCs), and dedicated administrative professionals. Leadership is shared between a Nurse Practitioner/Clinical Director and a Clinic Manager, who report to the Board of Directors.

The Ingersoll NPLC maintains strong partnerships with community agencies that address the social determinants of health, assist with system navigation and care coordination. These partnerships have far reaching benefits to our patients. Alongside our partners, the Ingersoll NPLC works collaboratively to address health and social issues that impact the wellbeing of our community. The Ingersoll NPLC is one of 25 NPLCs in Ontario funded by the Ontario Ministry of Health & Long-Term Care.

Notable Trends

Political

Reference: 1st Interim Report from the Premier's Council on Improving Healthcare and Ending Hallway Medicine.

Key Findings

1. Patients and families are having difficulty navigating the health care system and are waiting too long for care. This has a negative impact on their own health and on provider and caregiver well-being.
2. The system is facing capacity pressures today, and it does not have the appropriate mix of services, beds, or digital tools to be ready for the projected increase in complex care needs and capacity pressures in the short and long-term.
3. There needs to be more effective coordination at both the system level, and at the point-of-care. This could achieve better value (i.e. improved health outcomes) for taxpayer money spent throughout the system. As currently designed, the health care system does not always work efficiently.

Social & Economic

Oxford County has a population of 110,862 people, which is a 4% increase from 2011.

Work being done in Oxford County to address social and economic issues.

Draft Zero Poverty Plan Seven months after County Council's declaration to eliminate poverty for "improved health and wellbeing for all residents and enhanced community prosperity," the Draft Zero Poverty Plan was released in June 2018. The plan lays out a roadmap to eliminate poverty in Oxford County by working with partners such as Operation Sharing, Social Planning Council Oxford, United Way Oxford, Oxford County Community Health Centre, CMHA Oxford, CES Oxford, Oxford Workforce Development Partnership, Thames Valley District School Board, Legal Aid Ontario, Southwestern Public Health and more.

Affordable Housing + Build Better As Oxford County works to achieve 100% renewable energy by 2050, improvements to building construction are critical. Blossom Park is a demonstration project designed to influence future housing development and to meet goals outlined in the Future Oxford Community Sustainability Plan. The complex will include 34 affordable housing rental units designed to accommodate individuals who require support services to stay in a stable housing environment. In 2017 Oxford County made the requirement that Passive House standards be included in all request for proposals for new affordable housing developments.

Oxford County Drug and Alcohol Strategy The Oxford County Drug and Alcohol Strategy is being developed through extensive consultation and reflects the insights and expertise of a wide range of community stakeholders on how to reduce problematic substance-use and related harms in Oxford County. The strategy, now in its final stages, includes 76 action items identified through local research and community focus groups involving individuals from 28 community agencies, 15 network groups and 11 people with lived experience. The Oxford County Drug and Alcohol Strategy Project Steering Committee is committed to working with community members, funders and government to move these action items forward, furthering the sustainability goal of providing high-quality and accessible health care, social services, support programs, and housing that meet the needs of all citizens.

T:Go Transit T:Go Call-N-Ride is a community transit service providing low-cost rides within Tillsonburg. The service is operated by The BTS Network in partnership with the Town of Tillsonburg. T:Go operates on set schedules with flexible routes, offering a reliable service that can adjust to different needs. T:Go is available for travel to work, medical appointments, community programs and events, shopping, or just meeting up with friends. The T:Go initiative is also working on a pilot project aligning with the sustainability goal of developing accessible intercommunity transportation options.

Technological

Ontario's health care system has room for improvement when it comes to using technology as a tool to help coordinate and deliver services. The Ingersoll NPLC will work on identifying and implementing options for integrated health information systems that could help facilitate smooth transfers between care settings. These initiatives will be supported by the Quality Improvement and Information Management Support (QIIMS), which is based at the Ingersoll NPLC and focuses on standardization of data entry and extraction for NPLCs across the province.

Fiscal and Social Accountability

The Ingersoll NPLC is committed to providing health care services that represent the Ministry of Health & Long-Term Care's priorities as we move toward a more efficient, coordinated, patient-centered and responsive health care system. The clinic has identified the following actions as representative of this goal:

- o Professional Development of providers to ensure they continue to provide highest quality evidence-based care
- o Revision of Clinic Policies and Procedures that reflects updated workplace legislation, a safe and health workplace, and responsible fiscal practices (2019)
- o Updated Board Policies to define roles and responsibilities of the Board (2019)
- o Continual engagement of community partners, politicians and community groups
- o Participation in professional associations such as the Nurse Practitioner Led Clinic Association (NPLCA), the Association of Ontario Family Health Teams (AFTHO) and Chamber of Commerce in local communities
- o Coordination of care to meet local health care needs such as mental health and addictions

Reference:

http://www.futureoxford.ca/Portals/CommunitySustainabilityPlan/Documents/Reports/Progress%20report/FOP_2018ProgressReport_20181218.pdf