

2022-2024

# Ingersoll Nurse Practitioner Led Clinic

STRATEGIC PLAN

**Mission:** A leader in team based primary care in communities of Oxford County.

**Vision:** Building a healthier community where all people have access to high quality, accessible team based patient centered care.

Enhance Access,  
Programs &  
Services

Provide  
Quality  
Evidence  
Based Care

Advance  
Community  
Collaboration &  
Integration

Improve the  
Patient &  
Provider  
Experience

Measurement,  
Reporting &  
Digital  
Innovation

The Ingersoll Nurse Practitioner clinic was thrilled to embark on this strategic initiative collectively with our board of directors, staff, patients and community partners. Working towards a goal of achieving our vision through a set of mutually determined priorities over the span of the next three years.

During this process Five strategic goals were identified:

\*Enhancing Access, programs and services available to our patients and the community, \*Providing a Quality and Evidence Based continuum of Care, \*Advancing Community Collaboration and Integration, \*Improving the Patient and Provider Experience and being a \*Leader in implementing measurement, reporting, and digital innovation to enhance NPLC services, and health system level improvement, sustainability and affordability.

We would like to thank everyone who provided input in order for us to identify what the community needs most, and we collectively look forward to the next few years as the Ingersoll Nurse Practitioner Led Clinic Continues to demonstrate leadership in providing high quality, patient centered, team based care in the communities of Oxford County and Area.

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**A Leader of Team Based Care in the Communities of Oxford County and Area**



# Enhance Access, Programs & Services

## Goals

- Develop new and innovative programs that do not currently exist in Oxford (Oxford County Trans Clinic)
- Sustain Full time walk- in Mental Health and Addictions Counselling
- Meet Ministry mandate to serve 3200 patients
- Expand Ingersoll NPLC (Oxford NPLC) to provide continuum of care to more patients in the communities of Oxford County and are a.

## Strategies

- Offer same day, next day appointments
- Offer extended hours
- Offer virtual appointments
- Continue to accept new patients that currently do not have access to a provider
- Advocacy for expansion/revise Expansion proposal and send to the Ministry

## Measures

- # of new patients enrolled
- # of patients receiving care during extended hours, # of patient accessing same day/next day appointments
- # of Virtual appointments
- # of Community members using NPLC programs and services
- Feedback from Patient Experience Survey



# Provide Quality, Evidence Based Care

## Goals

- Support staff and interprofessional team members to work to full scope of practice
- Participate in the development of the Oxford OHT Collaborative Quality Improvement Plan
- Standardize and improve NPLC data collection

## Strategies

- Implement Early Words Program with the Canadian Children's Literacy Foundation
- Regularly review and update preventative care screening targets
- Implementation of Integrated Decision Support in partnership with Oxford Ontario Health Team
- Participate in the NPLC data strategy

## Measures

- # of patients informed about Early Literacy Program and receiving books
- Outcome measures collected from Oxford OHT QIP
- Review outcomes of alignment with NPLC data regionally
- IDS implemented and ability to capture quality data



# Advance Community Collaboration & Integration

## Goals

- Increase integration and avoid duplication of health services by leveraging funding partnerships
- Continue active participation in Oxford Ontario Health Team (OHT)
- Explore collaborative strategic direction and governance strategies with other local community agencies
- Develop collaborative community programs

## Strategies

- Obtain care provider privileges at Alexandra Hospital and Tillsonburg District Hospital
- Collaboration with other NPLCs, NPLCA, and OHT to achieve standardization (governance, finance, policy)
- Integrate staffing compliments with community partners to expand access to patients in Oxford County

## Measures

- Post discharge hospital follow up / access to care provider hospital privileges
- # of training sessions/policy development etc. implemented collaboratively among several community partners
- Outcomes of collaborative programs developed and delivered
- OHT deliverables and key performance indicators through participation in the OHT Collaborative QIP ( CQIP)



# Improve the Patient & Provider Experience

## Goals

- Create a safe, inclusive space for patients and a healthy workplace for our staff
- Assist patients with system navigation
- Focus on equity and inclusion

## Strategies

- Engage patients in program development (eg. Patient advisory committee, patient representative on board of directors)
- Implement employee and staff wellness strategies
- Collect more inclusive demographic information (eg. Pronouns, preferred name, indigenous status)
- Collect staff feedback and engagement using Office Vibe

## Measures

- Feedback from staff
- Sick time rates, staff turnover rates, succession plans in place, exist interview feedback
- Staff and leadership performance reviews
- Patient experience survey



# Measurement, Reporting & Digital Innovation

## Goals

- Inform patients of opportunities to access their health information (MyChart)
- Develop and implement standardized data measures
- Implement appointment booking efficiencies
- Complete and submit INPLC QIP

## Strategies

- Implement online appointment bookings and reminders
- Continue to offer telephone and virtual appointments
- Participate in data strategy group
- Implementation of Integrated Decision Support (IDS)

## Measures

- # of appointments booked online
- # of patients with ability to access their health information
- # of telephone and virtual appointments completed
- Report on ability to collect data through Integrated Decision Support, improve metrics set by CQIP (i.e.: preventative cancer screening)

2022-2024

# Ingersoll Nurse Practitioner Led Clinic

STRATEGIC PLAN

**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.



**A Leader of Team Based Care in the Communities of Oxford County and Area**