



Nomination

The future of the regional approach to healthcare

North Huron and North Perth FHTs and Listowel Wingham Hospital Alliance Improving Quality Together - Working as a LHIN sub-region to decrease readmission rates



In the 2016/17 year the North Huron Family Health Team, North Perth Family Health Team and Listowel Wingham Hospital Alliance (LWHA) embarked on a joint Chronic Obstructive Pulmonary Disease (COPD) Navigation project. The aim of the project was to decrease readmission rates within 30 days for patients admitted with COPD. The change ideas involved in the project set the foundation for the two Family Health Teams and the hospital Alliance to work together as a LHIN sub region in support of patients with COPD. It should be noted that one-time funding was received by the LWHA through the Small and Rural Hospital Transformation Fund which supported many of the initial activities of this project that took place in 2016/17. While the project focused on COPD Navigation, the key success in the project was a strengthened partnership between the organizations which have set a solid foundation for future Quality

Improvement working together as a LHIN sub region.

We conduct Patient Experience surveys at each organization regularly. The feedback we receive from the surveys is considered locally during any Quality Improvement venture and where applicable is used to identify opportunities for improvement. The North Huron and North Perth FHT's also have representation on the LWHA Quality Council, a committee which has patient representation. We have identified that there is opportunity for us to increase patient involvement in initiatives such as our COPD Navigation project, and as such our goal moving forward on our 2018/19 priorities is to have increased patient involvement.