

Let's Make Healthy  
Change Happen.



## Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



Weeneebayko Area Health Authority  
·Δσ·Vd ΔU9^bΓ  
Γ·ω^ΛLΩP^Δ ▷PL·Δ·Δσ^

3/30/2023

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

[ontario.ca/excellentcare](http://ontario.ca/excellentcare)

## Overview

Weeneebayko Area Health Authority (WAHA) is the leading health care provider on the western James Bay coast. WAHA comprises of hospitals in Moose Factory, Fort Albany, and Attawapiskat, with a Health Centre in Moosonee. WAHA also provides regional outpatient programs, as well as Paramedicine services in Moose Factory, Moosonee, Fort Albany, Kashechewan, Attawapiskat, and Constance Lake. The span of services, complexity of care needs in the region, and the depth of health integration has made WAHA a leader and a model of health care services in Northern Ontario. WAHA consists of 450 employees, a Physician team, many students, as well as community stakeholders. It is affiliated with Queens University and offers many educational opportunities for current and prospective team members.

WAHA is committed to providing optimum health care as close to home as possible and distinguish itself as a provider of quality health services with a holistic approach that reflects the distinct needs of all peoples in the Weeneebayko region.

The 2023/24 Quality Improvement Plan includes a number of priority and custom indicators that focused on service excellence, timely and effective transition, and safe care. The priority indicators include:

Medication reconciliation at discharge: Total number of discharged patients for whom a Best Possible Medication Discharge Plan was created as a proportion of the total number of patients discharged.

Number of workplace violence incidents reported by hospital workers (as defined by OHSA) within a 12-month period.

Percentage of respondents who responded "completely" to the following question: Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?

Percentage of respondents who responded "Satisfied" to the following question: How would you rate your satisfaction with the quality of care you received?

Percentage of new hires with documentation of indigenous cultural awareness and competency training within a 12 month period

## Patient/client/resident engagement and partnering

At WAHA, we continue to explore innovative ways to engage and partner with patient/client/residents. Our patient experinece survey that patients voluntarily complete allows feedbacks and suggestions to ensure a patient and family centred care and improve patient experience. Hard copies and electronic version are accessible to patients and family through our website and at strategic service locations.

## Executive Compensation

The executive leadership team at Weeneebayko Area Health Authority is held accountable for achieving the QIP targets through performance-based compensation. For the 2023/24 QIP, the executive leadership team will have at least 2% of performance-based compensation tied to a subset of the indicators in the QIP. The selected indicators will be derived from the complement of targets and initiatives outlined in the QIP

## 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

Board Chair [Click here to enter text.](#) \_\_\_\_\_ (signature)

Board Quality Committee Chair [Click here to enter text.](#) \_\_\_\_\_ (signature)

Chief Executive Officer [Click here to enter text.](#) \_\_\_\_\_ (signature)

Other leadership as appropriate \_\_\_\_\_ (signature)