

CRMC STRATEGIC PLAN 2020 -2022

Where we are now?

“Cranston Ridge Medical Clinic is developed based on the principle of patient-oriented care delivery. Run by highly-trained Doctors, Nurses, and Medical Office Assistants, who work in teams to assure each patient the highest standards of care provision. In our clinic, you are not simply assigned to a family physician. Instead, you will be joining a team of highly skilled clinicians dedicated to your care who work together to involve you in your own health management at each visit. The mission of our organization is purely about the best medical care provision to all families. Not owned by big corporations and not focused on selling beauty treatments, we strive to provide outstanding evidence-based medical care, according to the best scientific and most up to date medical knowledge, employing the most modern methods of care provision.”

Where are we going?

Mission

- “Improving health delivery and life opportunities through education.”

Vision

- Keeping a high level of professionalism through continuous learning and strengthening of the clinical protocols to provide a quality health care and service to our patients and community.

Values

- “Driven by professionalism, integrity, and probity our values are equality of opportunities and treatment, education, mutual-respect, and team-work”.

How will we get there?

Objectives - Goals

- 1) To guarantee high standards of health care provision by highly trained doctors, nurses, and medical office assistant
- 2) To keep a work environment of respect, equality, and dignity
- 3) To exceed patient’s satisfaction through a quality health care service delivery
- 4) To offer the best comprehensive medical care for clients and community

OPERATIONAL PLAN – CRMC

Ensure to give an excellent and high health care service to all patient, clients and community, CRMC has established a series of clinical protocols. All clinical team members need to apply those protocols every day in their regular activities.

Opening clinic protocol:

- Checking rooms and medical equipment for integrity, proper functionality, safe storage, and preparedness.

Operational activities protocols:

- Booking / confirming appointments - referrals
- Pre-assessment
- Lab testing
- Cleaning and disinfecting rooms in between patients
- Medical samples management
- Supplying room with adequate levels of medical equipment

Closing clinic protocol:

- Checking doors and signing safety checklist forms
- Safe destruction, pulverization, and disposal of records

QUALITY IMPROVEMENT PLAN – CRMC

1. Quality Care and Services Objectives

- To improve the security in accessing and managing the electronic medical records for each member of the team
- To maintain a continuous monitoring of compliance with occupational health and safety measures in place in the clinic
- To strengthen the recall system to remind all patients about their annual check up
- To develop friendly strategies of service both in person and by phone
- To create and update a brochure to educate patients about preventive care
- To follow and promote the new government health care strategies

2. Teamwork

- To aim at hiring a minimum two health care providers (doctor – nurse practitioner)
- To encourage the compliance with the clinical skills program offered to all MOAs
- To promote the full professionalization and legalization of the medical office assistant profession in Alberta on the model of the United States leading by example

- To institute and promote a wellness program for all team members

3. Clients and Community

- To strengthen the offer of walk-in appointments with the introduction of the RN Led Walk-In Service, and the Pharmacist Led Walk-In Consultation when neither the Physician nor Registered Nurse be available.
- To keep good communication with health group providers to support the delivery of health care to patients
- To promote women health care services, such as PAP, breast exams, and the teaching of self-examination and health promotion
- To promote health education to patients with hypertension

4. Finances

- To work diligently to maintain the planned annual budget

OPERATIONAL AND QUALITY STRATEGIES

CRMC implements a strategic plan that allow us to give an exceptional and compassionate care and service to all our patients and to the community, hoping to be the best medical clinic in Calgary.

To improve our services, CRMC adopts the following operational and quality strategic points:

1. Patient education regarding the efforts of the clinic to offer quality clinical attention:

- To promote the pre-assessment system in place at the clinic, which allows patients to have quality time with their primary healthcare provider.
- To educate patients about the importance of being punctual and arriving 10 minutes before the appointment so not to cause delays and showing courtesy and respect to other patients who may have a tighter schedule.

2. To strengthen a healthy workplace environment:

- To continue promoting a good workplace environment where the values of respect, dignity, personal freedoms, and equality are paramount.
- To promote the constant restructuring of our organization involving both staff, the patients, and the community in order to provide an ever improved service to all clients and members of staff.

“At Cranston Ridge Medical Clinic, we strongly believe that all members of staff deserve the same high level of respect and dignity independently of their role and function. We believe that every single member of our staff is a fundamental piece of a great puzzle that allows us to offer the highest standards of and access to healthcare”.

3. To assure the implementation of clinical protocols:

- Weekly teamwork meetings help to emphasize the importance of fulfilling clinical protocols in order to ensure provision of high levels of assistance and care to all our patients and their families.

- The implementation of 5 minutes re-trainings of all clinical protocol during the weekly meetings allows for the reinforcement of clinical protocols knowledge.
 - ✓ Ethics framework protocol
 - ✓ Pre-assessment protocol
 - ✓ Infection control protocol
 - ✓ Bodily fluid sample protocol
 - ✓ Vital signs measurement protocol
 - ✓ Health and safety protocol
 - ✓ Patient safe plan protocol
 - ✓ Information management protocol
 - ✓ Incident report protocol

4. To establish a primary care capacitation program to patients and community:

- To promote primary care actions that our patients may choose to take to participate actively in their healthcare and that of their family members.
- To offer an informal training talk with patients while in the reception area, and/or offering brochures with primary care information.
- To support and promote the AHS programs in primary care regarding health promotion to educate our patients and the community.

The fulfilment of all operational and quality strategic points is of great importance for us to achieve our main goal that is to provide an exceptional and compassionate care to all our patients and community.

CRMC has established a chart to regularly verify the accomplishment of the aims of the operational and quality strategic plan.

Strategic Point Control Chart

- A. To verify the fulfillment of the strategic points and the education of patients regarding the effort of CRMC to offer quality clinical time, CRMC management will monitor the following:
- ✓ Ensure that during the booking of an appointment all team members stress the importance to arrive 10 minutes before the appointment is due.
 - ✓ On arrival at the clinic, all team member should invite patients to read the CRMC pre-assessment system information note.

PATIENT EDUCATION TO QUALITY CLINICAL TIME AND PUNTUALITY						
N	Activity Observed	Date	Team Member Observed	Number of Instances	Done	Not Done
1	Team member communicated the importance to arrive 10 minutes earlier than the appointment time.					
2	Team member has invited patients to read the CRMC pre-assessment information note.					

- A. To verify that all CRMC’s patients and team members are aware of the organizational structure in place to promote a healthy workplace environment, the management will use the next survey:

ORGANIZATION STRUCTURE SURVEY			
N	QUESTION	YES	NO
1	Have you visited the CRMC web page? If so, how many days ago last?		
2	Do you know about the CRMC organization structure model?		
3	Do you agree that all members of staff deserve the same high level of respect and dignity independently of their role and function?		
4	Do you agree that every member of staff is a fundamental piece in offering the highest standards of and access to healthcare?		
5	Do you think that each member of staff is responsible for a specific and fundamental contribution to the common goal which is the provision of healthcare services to patients?		
6	Do you think that each member of staff on their own is completely useless without all the other members of the team?		
7	Do you agree that a doctor is not more important than a registered nurse, a nurse practitioner, or a medical office assistant and vice versa, but all are equally needed in order to deliver an effective healthcare service?		
8	Do you agree that each member of staff deserves the same level of respect and dignity?		
9	Are you aware that the organization structure of CRMC is not pyramidal but promotes the “plain level field” where all staff members support the organization and are considered at the same and equal level independently of their role?		
10	Do you know the first names of all our staff members?		
DATE:			

B. With the following chart CRMC will monitor the number of re-training protocols completed, and the number of members of the team who received the re-training.

PROTOCOLS RE-TRAINING CRMC PROGRAM				
N	PROTOCOL NAME	DATE	PARTICIPANT NAME	SIGNATURE
1				
2				
3				

C. The following chart will be utilized to monitor the number of patients that received capacitation on primary care topics.

PATIENTS PRIMARY CARE CAPACITATION CRMC PROGRAM				
N	PRIMARY CARE TOPIC NAME	DATE	PATIENT NAME	SIGNATURE
1				
2				
3				

Each year, through the implementation of the CRMC Operational and Quality Strategic Points, it will be possible to evaluate the impact of current strategies and to determine needs for adjustment or for new activities.