



## **NORTH YORK FAMILY HEALTH TEAM QUALITY FRAMEWORK**

A Quality Framework is an important organizational element as it outlines the fundamental principles and activities that guide the delivery of high-quality team-based primary care.

Co-designed with team members and patient advisors, the framework is built on the foundation of our values, consists of our six dimensions of quality, our quality enablers, and anticipated outcomes.

The framework serves as a roadmap for North York Family Health Team (NYFHT) providers and patients to guide our journey towards the highest quality team-based primary care.

### **OUR VALUES**

This framework is built on the foundation of our organizational values: caring, collaborative, inclusive, innovative, and continuously improving.

### **OUR QUALITY DIMENSIONS**

#### **EFFICIENT & EFFECTIVE**

Efficient and effective care ensures that patients receive the best possible outcomes while optimizing the use of healthcare resources. At NYFHT, we achieve efficient and effective care by delivering timely access to evidence informed, team-based care, by modernizing processes, eliminating redundancies, taking a system lens, and optimizing community partnerships.

#### **EQUITABLE**

Equitable care is achieved when there is fair and just distribution of health care services and resources, where everyone has barrier free access to quality care regardless of their socio-economic status, race, gender identity, age, ability, sexual orientation, or other factors. To achieve equitable care, NYFHT continuously seeks to identify and address the various factors that can create barriers to care access and lead to health inequalities. Our care delivery is informed by social determinants of health and health justice and takes a population health lens to identify and understand the care needs and challenges of our community.

#### **IMPROVEMENT & INNOVATION**

Improvement and innovation are foundational in advancing quality care, addressing evolving challenges and ultimately improving patient outcomes. At NYFHT, we improve and innovate by utilizing quality improvement methodology, fostering a culture of continuous improvement, collecting and analyzing data, monitoring and evaluating performance, leading and participating in research, knowledge sharing, instilling Clinical Practice Leads, leveraging technology and encouraging continuing education.



## **PERSON CENTRED**

Person-centered care places the individual at the centre of their own care and decision-making. This approach recognizes that each individual is a unique and complex being, and their care should be tailored to their specific needs. Elements integral to achieving person-centred care at NYFHT include an integrated model of care, continuity of care, patient provider partnerships, patient empowerment, patient engagement, and patient co-design.

## **PROVIDER EXPERIENCE**

At NYFHT's core is its people. Ensuring our people are supported contributes to improved patient outcomes, improved job satisfaction, and organizational performance. Some of the factors contributing to a positive provider experience at NYFHT include provider well-being, provider engagement, recognition, work-life balance, education opportunities, minimizing administrative burden, effective leadership, joy in work, and opportunities for collaboration.

## **SAFE**

Safe care incorporates a broad range of practices, processes, and policies focused on ensuring patient safety, reducing medical errors, and enhancing the overall quality of care delivery, minimizing harm to patients and providers, while optimizing positive outcomes. At NYFHT key elements of safe care delivery includes ensuring a physically, psychologically, and culturally safe environment for patients and providers, encouraging a Just safety culture including reporting and learning from errors.

## **OUR ENABLERS**

NYFHT has a variety of well-established organizational activities in place that enable high quality care such as our Strategic Plan, Governance, Quality Improvement Plan, Patient Advisory Collaborative, Enterprise Risk Management, Reporting for Accountability, Performance Measurement, Academic Practice, Policies, Patient, Provider, & Partner Engagement, and Safety Event Reporting.

## **OUR ANTICIPATED OUTCOMES**

With this framework, we aspire to achieve the Institute for Healthcare Improvement (IHI) quintuple aim of Better Care - Improved experience and quality of care, Better Equity - Address health disparities to create equitable outcomes, Better Health - Improved health and well-being of the population, Better Value - Reduced per capita cost of health care and improved health outcomes, and Better Provider Systems - Increased well-being and engagement of the workforce.



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