

2024/25 FAMILIAR FACES QI PROJECT UPDATE

**PROJECT LEAD:
DR. LAURA KELLY**



Dr. Laura Kelly SMD, nursing lead Nicole Mortimer, and community FPs collaborate to review outdated plans and develop plans for new patients with frequent presentations to the RMH ED. This is ongoing work; Familiar face plans involve the patient, the family physician and the ER physicians collaborating on the patient care in the ED, with everyone following the same guidelines leading to clarity for the patient.

This project requires regular review of our familiar face care plans that are active, as well as removing those who are no longer "familiar faces" and adding new plans. We have met every 6 months since November 2022 to review, there are over 2 dozen care plans active for our site. We will continue to meet for 1 hr every 6 months to review and update.