



2015 Northern Health Quality Conference

Focused Improvement

March 16 (1/2 Day) & 17, 2015
Coast Inn of the North
Ballroom
Prince George, BC

Program At-a-Glance

Monday, March 16, 2015			
11:00 am - 12:00 pm		Registration & Storyboard set up	
12:00-1:00 pm		Lunch	
1:00 - 1:45 pm		Welcome to the 2015 Conference Cathy Ulrich, Northern Health President & Chief Executive Officer	
2:00 - 4:15 pm (Break included)		Conference Workshops related to Focused Improvements:	
Room	Gleason Room	Room 218	Ballroom
Title:	Stop Smoking before Surgery: A Simple Systematic Approach to Improve Patient Surgical Outcomes	Data & Reporting including "Blue Matrix" & Business Process Management	Project Management - Managing Scope
	<p>This workshop will provide an outline of the Stop Smoking before Surgery initiative, what happened in Prince Rupert and Prince George, and the research findings. Participants will be encouraged to help develop a plan for implementation across the North.</p> <p>Presented by: Nancy Viney</p>	<p>2:00 to 3:00 - The "Blue Matrix" is BC's unique and innovative approach to understanding the current and future health needs of the province's residents. Using a Big Data approach, the database summarizes information about health status, chronic conditions, socio-demographics and health care service utilization for each B.C. resident over multiple years, which will be useful for analysts to answer a number of questions.</p> <p>Presented by Martha Burd, Director, Health System Analytics, Health Sector Planning & Innovation Division</p> <p>3:15 to 4:15 - Using Business Architecture and Business Process Management to understand and improve services provided by Northern Health. Explore the difference between a process flowchart and a process model. See how business models are developed and used.</p> <p>Presented by: Linda Dodd, Angus Watson and Bonnie Urquhart</p>	<p>Join us for this interactive session to understand Scope; what it is, and how we determine it in our projects. Included will be practical "take away" tools to help you determine scope. This session will also help you identify when scope creep is occurring.</p> <p>Presented by: Jesse Priseman, Sheena Smith and Laura Johnston</p>
4:15 - 4:30 pm		Break & Transition to Ballroom	
4:30 - 4:45 pm		Energy, Change, Culture - Why Focus Matters Christina Krause, Executive Director, BC Patient Safety & Quality Council	
4:45 - 6:00 pm - Storyboard Reception , Hors d'oeuvres and Cash Bar			

Tuesday, March 17, 2015

7:45 - 8:30 am	Registration & Breakfast
8:30 - 8:40 am	Welcome and Recap of Day 1
8:40 - 9:10 am	Focused, Intentional Improvements Fraser Bell, VP, Planning Quality & Information Management
9:10 - 10:30 am	Configurations Oliver Dawson, Senior Facilitator, Eagle's Flight
10:30 - 10:45 am	Break
10:45 - 12:30 pm	Concurrent Sessions - by Theme Presentation, Panel and Fishbowl formats in breakout rooms Please see attached information sheet on Concurrent Sessions
12:30 - 1:15 pm	Lunch & Poster Viewing
1:15 - 2:00 pm	Focus on Capacity and Flow Improvement (Panel) NE: Khrista Braddick, Dawson Creek & District Hospital Emergency Department Manager and Sherri Lutz, South Peace Home Support Supervisor NI: Jason Jaswal, Director-Residential Services, Prince George and Michael McMillan, Chief Operating Officer, NI NW: Jeanette Foreman, Quality Improvement Lead, NW and Jane Wilde, Director of Care, Prince Rupert and Haida Gwaii
2:00 - 4:00 pm	Jungle Fire Oliver Dawson, Senior Facilitator, Eagle's Flight
4:00 - 4:30 pm	Storyboard Awards & Wrap-Up Theme for Next Year - Patient Centred Care Fraser Bell, VP, Planning Quality & Information Management

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Concurrent Sessions Presenters List

Room	Gleason Room	Room 218	Ballroom
Theme	1. Focus on Efficiency	2. Focus on Efficiency – 5S	3. Focus on Population
Format	Fishbowl	Panel	Presentation
10:45 to 11:35 am	<ol style="list-style-type: none"> 1. Improving efficiency in a primary care clinic (Brad Leier) 2. Improving CBORD Implementation in Peace Villa (Miranda Polgar) 3. Medicine/maternity - decrease paper waste by 20% on charts – Quesnel (Daryl Petsul) 4. Improving wait list for physiotherapy services (Angela Pace) <p>Facilitator: April Price</p>	<ol style="list-style-type: none"> 1. 5S OR Carts & Theatre Supply Cabinets – DCDH (Lila Anderson) 2. 5S of Recreation Supplies (Leanne Broughton) 3. 5S (Tamara Checkley & Public Health) 4. Improving flow in DCDH Medical Imaging Dept (Blaine Curry) <p>Facilitator: Marcia Bertschi</p>	<ol style="list-style-type: none"> 1. Simon Fraser Lodge - using team based methodology to improve care with residents w/ behavioural issues (Janice Paterson, Lyle Nelson) 2. PHC -- increase comprehensive Mental Health assessments – Quesnel (Margie Wiebe) 3. Birth of an integrated model of primary care (story of the perinatal clinic) (Joanne Cozac) 4. Centralized Registration & Integration at the new Lakes District Hospital & Health Center (Marie Hunter) <p>Facilitator: Lexie Gordon</p>
Theme	4. Focus on Engagement	5. Focus on Flow	6. Focus on Population
Format	Fishbowl	Panel	Presentation
11:40 am to 12:30 pm	<ol style="list-style-type: none"> 1. Improving pharmacy services at Stuart Lake Hospital (Jean Johnson) 2. Impact of Staff Satisfaction on Sick and Overtime Usage (Dave Callahan) 3. Nurse Manager workload assessment & standard work (Jane Wilde) 4. Reducing turn-around time in residential care (Jason Jaswal) <p>Facilitator: Candice Manahan</p>	<ol style="list-style-type: none"> 1. Discharge planning at FSJ hospital (Neil Evans) 2. ER Improvements at UHNBC (Sandi Watts) 3. Complex Care Innovation Strategy – Lean Black Belt Project (Roxanne Coates & Darryl Petsul) 4. Reduction of waste in food services at Fort St. John Hospital (Pauline Grange) <p>Facilitator: Marlene Apolczer</p>	<ol style="list-style-type: none"> 1. Antipsychotic Collaborative (Marcia Bertschi, Mary Henderson-Betkus, Barb Armstrong) 2. Northern Clinical Simulation Program – Bringing Clinical Simulation Home (Michael Lundin, Baldeep Pal, Tanya Barrett) 3. Reduction of polypharmacy in residential care (Dr. Ian Schokking & Leslie Webb) <p>Facilitator: Jeanette Foreman</p>

Northern Health Quality Conference - Storyboard Submissions March 2015

#	Topic/Title	Dimension of Improvement	Strategic Direction	Geography	Name
1	Improve access to home support service from acute care discharge	Access	Integrated Accessible Health Services	NI-Vanderhoof	April Hughes
2	Standardizing the workflow day to day by improving the booking schedule process, resulting in a decrease in CT wait times	Access	Integrated Accessible Health Services	NW-Terrace	Marina Downs
3	Identify and Address Community Barriers To Discharge	Access	Integrated Accessible Health Services	NE-Fort St John	Angela De Smit
4	Birth of an integrated model of primary care (story of the perinatal clinic)	Access	Integrated Accessible Health Services	NE-Fort St John	Joanne Cozac
5	Discharge planning at FSJ hospital	Efficiency	High Quality Services	NE-Fort St John	Joanne Cozac; Neil Evans
6	Improving flow in DCDH Medical Imaging Department	Efficiency	Focus on our People	NE-Dawson Creek	Blaine Curry
7	Improvements with relief pools by developing an ongoing process to ensure that employees in relief pools are approved and oriented to work in the unit by the manager and are available to accept shifts.	Efficiency	Focus on our People	Regional	Evangeline Studney
8	Medicine/Maternity - Decreasing paper waste by 20% on charts	Efficiency	Focus on our People	NI-Quesnel	Darryl Petsul
9	Set-in-Order ¹ - Improving Supply & Storage Layout in Home Care Nursing	Efficiency	Focus on our People	NE-Dawson Creek	Sheri Lutz and Annie Leong
10	Improving the layout of the examination room and the restocking of supplies to enhance patient and provider flow.	Efficiency	Focus on our People	NI-Fraser Lake	Tracey Beckley
11	NW West Cluster Patient Registration Improvement	Efficiency	High Quality Services	NW-West Cluster	Louis Waters
12	Lean Lab – Reduction of outpatient wait times	Efficiency	High Quality Services	NW-Terrace	Melanie Ramsey
13	Summary of improvements in Dunrovin – Improvements in communication: 5S the nursing stations & report rooms, utilize huddles and standardize resident charts	Efficiency	High Quality Services	NI-Quesnel	Stacey Patchett
14	5S OR Carts & Theatre Supply Cabinets - DCDH	Efficiency	High Quality Services	NE-Dawson Creek	Lila Anderson
15	Improving CBORD Implementation in Peace Villa	Efficiency	High Quality Services	NE-Fort St John	Miranda Polgar

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16	Standardization of the Medical Imaging Outpatient General Requisition and Standardization of the Medical Imaging CT Requisition	Efficiency	High Quality Services	Regional	Christina Long/Ken Winnig
17	Improving pharmacy services at Stuart Lake Hospital	Efficiency	High Quality Services	NI - Fort St James	Jean Johnson
18	Reduction of waste in food services at FSJ hospital	Efficiency	High Quality Services	NE-Fort St John	Pauline Grange
19	5 Minutes a Day for 87 Days – Improving the Dunrovin Recreation Department Operations using 5S & Project Management	Efficiency	High Quality Services	NI-Quesnel	Leanne Broughton
20	Improving the process of organizing and ordering clinical forms throughout the Stuart Lake Hospital.	Efficiency	High Quality Services	NI-Fort St James	Amanda Johnson
21	To increase the cost effectiveness of the Wellness Centre and to increase client participation in the Centre.	Efficiency	High Quality Services	NI-Quesnel	Gina Predan
22	Using 5S to clean and organize the Recreation office and kitchen area in order to reduce waste, increase efficiency, and utilize resources and storage space to their fullest capacity.	Efficiency	High Quality Services	NW-Terrace	Vicky Kornelsen
23	Improving the client assignment and discharge processes at COAST-MHAS	Efficiency	High Quality Services	NI-Prince George	Kathy Starzyk & Ruby Baptiste
24	Improving the Management of Therapeutic Recreation Supplies at Laurier Manor	Efficiency	High Quality Services	NI-Prince George	Susan Kragt
25	Result Waiting Area: To reduce the time CTAS 2&3 patients are in stretchers(bays) and thus improve flow	Efficiency	High Quality Services	NI-Prince George	Sandi Watts
26	Nurse Manager workload assessment & standard work	Efficiency	Integrated Accessible Health Services	NW-Prince Rupert	Jane Wilde
27	Improving the workflow and overall organization of Prince Rupert Primary Health Care Center- to more accurately reflect the mission statement.	Efficiency	Integrated Accessible Health Services	NW-Prince Rupert	Nancy Smith (Practice Support Coach)
28	Improve the cycle time of Dr. Popa's Patients through her daily clinic in the Dawson Creek Medical Clinic	Efficiency	Integrated Accessible Health Services	NE-Dawson Creek	Cindy Kadiziolka
29	Provide patients with the care they need when they need it by increasing clinic capacity at Park Avenue Medical Clinic	Efficiency	Integrated Accessible Health Services	NW-Terrace	Brad Leier

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30	Reducing turn around-time in Prince George residential care	Efficiency	Integrated Accessible Health Services	NI-Prince George	Jason Jaswal
31	Team Huddles: An Inter-Professional Opportunity for Improvement in Clinical Outcomes	Efficiency; Quality	Integrated Accessible Health Services	NW-Prince Rupert	Angela Szabo
32	Improving wait list for physiotherapy services through implementation of a walk-in clinic	Efficiency; Quality	Integrated Accessible Health Services	NW-Prince Rupert	Angela Pace
33	Improving Staff Satisfaction at Peace Villa	Engagement	Focus on our People	NE-Fort St John	Dave Callahan
34	Reducing Breast Surgery Infections	Quality	High Quality Services	NI-Prince George	Monica Sephton
35	Colorectal Screening Program Review	Quality	High Quality Services	Regional	Heather Wozney, Colleen Bowers, Ciro Panessa, Linda Dodd, Bonnie Urquhart
36	Adverse Event Management Process Improvement	Quality	High Quality Services	Regional	Kirsten Thomson, Marlene Apolczer, Jeanette Foreman, Lexie Gordon
37	Rotary Manor Adult Day Away Program: Providing recreation opportunities to Alternate Level of Care (ALC) clients	Quality	High Quality Services	NE-Dawson Creek	Barb Tivadar
38	Improving Emergency Preparedness at DCDH	Quality	High Quality Services	NE-Dawson Creek	Kelsey Breault
39	Creating Processes to Ensure Cleanliness of the Inpatient Psychiatry Shower Room	Quality	High Quality Services	NE-Dawson Creek	Jennifer Craft
40	Meals on Wheels Standardization	Quality	High Quality Services	Regional	Travis White
41	Integrating 'Alternate Level of Care' Inpatients into Adult Day Program to maintain their level of functioning	Quality	High Quality Services	NW-Prince Rupert	Andrea Vogt
42	Standardized screening for dysphagia in LTC facilities	Quality	High Quality Services	Regional	Tysen LeBlond and Julie Lidstone
43	General Practice (GP) and Mental Health Addictions Services (MHAS) Team Up for Complex Care Patient Assessment and Care Planning	Quality	High Quality Services, Integrated Accessible Health Services	NI-Quesnel	Margie Wiebe

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#	Topic/Title	Dimension of Improvement	Strategic Direction	Geography	Name
44	Improve ER data quality & usage at Chetwynd Hospital & Health Center	Quality	Integrated Accessible Health Services	NE-Chetwynd	Kristen Atherton
45	Antipsychotic Collaboratives 4 homes in NH participating - Understand how using person-centred care processes and data can reduce the inappropriate use of antipsychotics in long term care (LTC). The goal is a 20% reduction.	Quality	High Quality Services	NW & NI (Prince Rupert, Terrace, Burns Lake, Quesnel)	Mary Henderson-Bektus, Marcia Bertschi, Angela Szabo, Zoe Zentner, Ursula Mackman, Cathy Broadway, Vicky Rensby, Barb Armstrong, Stacey Patchett
46	Rotary Manor Medication Reduction Project	Quality & Efficiency	High Quality Services	NE - Dawson Creek	Sherry Murphy, Pat Wonnacott
47	Prince George Polypharmacy Initiative: A pilot project to address polypharmacy in complex care facilities	Quality & Efficiency	High Quality Services	NI-Prince George	Ian Schokking & Leslie Webb

Storyboard Exploration

Explore the storyboards and chat with attendees to find the answers to 6 of the 12 questions below.
Drop your completed form in the basket on the registration desk before 3pm for the Storyboard Prize
Draw at 3:15pm.

Your Name (Please print): _____

1	What % of patients seen at the Prenatal Clinic in Fort St John do not have a family physician?	
2	What % of respondents answered the code orange question correct after training?	
3	What is the estimated discharge date of a Red marker?	
4	As of January 7, 2014 how many ALC patients Dawson Creek and District Hospital had a length of stay between 78-91 days?	
5	What result did Chetwynd achieve in reducing the number of incomplete CTAS scores?	
6	What analysis tool was used to understand Nurse Manager's barriers to using QI/Lean tools?	
7	What was the % reduction in milk waste achieved in Fort St. John?	
8	What outcomes are experienced by client where there is a lack of effective screening and management of dysphagia?	
9	What was the sum of overstock or expired items in Dawson Creek DI department?	
10	Name the team members who contributed to the Dawson Creek Medical Clinic improvement initiative.	
11	What year did the Grace Young Activity Center open?	
12	What is the next step Queen Charlotte Hospital will take to support CTAS entry improvement?	

5th Annual Quality Improvement Conference 2015
Focused Improvement

March 16-17, 2015 Prince George Coast Inn of the North

Please rate the conference overall on the following scale (*circle the appropriate response*):

Unsatisfactory	Satisfactory	Good	Excellent
1	2	3	4

Please circle the number that reflects your level of agreement with each statement below:

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Undecided</i>	<i>Agree</i>	<i>Strongly agree</i>	<i>Comments</i>
I learned something at this conference that is relevant to me professionally	1	2	3	4	5	_____
The conference provided sufficient opportunity to connect with colleagues about quality improvement	1	2	3	4	5	_____
I would feel comfortable participating on a team for a quality improvement project	1	2	3	4	5	_____
The conference provided good value for my time spent here	1	2	3	4	5	_____
I would recommend to a co-worker that they attend a NH Quality Improvement conference	1	2	3	4	5	_____

What did you like most about this event?

How can we make this event better?

What three words would you use to describe this conference to your colleagues?

The following question is from Accreditation Canada's Patient Safety Culture Tool, which is administered in Northern Health annually. We ask this question on all of our quality improvement workshop evaluations.

Please give an overall grade on quality of service delivery in:

	<i>Failing</i>	<i>Poor</i>	<i>Acceptable</i>	<i>Very good</i>	<i>Excellent</i>	<i>Comments</i>
My department	1	2	3	4	5	_____
Northern Health	1	2	3	4	5	_____

Action from the Conference

At this conference, I learned about _____.

As a result, I will commit to _____ (action)

by _____ (date)

Example:

At this conference, I learned about a quality improvement project done in the Dawson Creek surgical dept. As a result, I will commit to follow up with Lisa to learn more about their results and what we might do in our OR (action) by next Friday (date)

Additional Comments

THANK YOU FOR YOUR FEEDBACK!

Please drop off your evaluation form at the registration table.



CHANGE DAY BC
15.10.15

Make Your Pledge at <https://changedaybc.ca>