



HEALTH QUALITY NETWORK MEETING

MINUTES

February 23, 2011 (Wednesday)

9:30 a.m. to 3:30 p.m.

Westin Wall Centre - Vancouver Airport
Airport Ballroom BCD
3099 Corvette Way, Richmond

Present: Per Participant List attached

1. WELCOME AND OBJECTIVES FOR THE DAY

Dr. Cochrane, Chair, called the meeting to order at 9:40 a.m. and welcomed everyone to the meeting. He shared the meeting objectives with HQN Members.

2. COUNCIL EVALUATION RESULTS

Ms. Vandebek of the Howegroup made a presentation on the BCPSQC interim evaluation results. She highlighted the following for HQN Members:

- The process used for the evaluation
- The Council's achievements and how they are evaluated
- Overview of identified short-term outcomes and progress towards medium-term outcomes
- Challenges to meeting medium-term outcomes
- Health Quality Network
- Quality Academy
- Concluding thoughts that BCPSQC is on the right track

3. PATIENT JOURNEY AND MEDICATION MANAGEMENT

The Council and the Shared Care Committee held a meeting on February 9 to map the Patient Medication Journey through all aspects of the healthcare system in B.C. Ms. Lester shared the meeting objectives of this process mapping meeting and Ms. Brooke walked through the process with HQN Members.

Dr. MacCarthy and Ms. Lester made a presentation on:

- Gaps, barriers, and ideas for improvement
- Main themes of gaps and barriers
- Participant feedback
- Next steps

Discussions at this meeting included:

- Healthcare providers are committed to doing a better job.
- Success within silos is not enough. There should be a single efficient system for information flow.
- The importance of educating the general public.
- Better linkage with the community. Discharge can be made if the community can do a better job.
- Use of similar tools for acute care setting for a smooth transition process.

4. CLINICAL CARE MANAGEMENT

Ms. Krause and Dr. Marsden discussed the CCM structure, measures and communications with HQN Members.

The relevance of the barriers and enablers/opportunities one year ago was discussed and HQN Members were requested to provide feedback as to what was missing.

Barriers identified by HQN Members at this meeting included:

- Competing priorities
- Technical infrastructure
- Lack of communication/silos
- Engaging frontline staff/ownership of quality
- Embedding quality in the education system
- Communication/entrenchment in silos
- Delay in work underway prior to CCM
- Lack of physician engagement
- Influence of political pressure
- Clinical engagement
- Technical infrastructure

Enablers/opportunities identified were:

- Accountability
- Management
- Culture supporting quality
- Engaging frontline staff to make the system better
- Embedding quality in the education system
- Quality can align across silos
- Action - get on with work
- Recognizing readiness for change

Ms. Krause and Dr. Marsden also discussed the role of the Improvement Traid, the Framework for Supporting Change and Next Steps.

Discussion amongst HQN Members on integration of existing systems into measurement strategy for the Measurement Working Group included:

- Statistical expertise, decision support and data analysis
- Interpretation of data
- Translate business requirements into a technical solution

It was also felt that engagement of Colleges, professional associations, health authorities and unions in CCM initiatives is important.

5. HQN WORK PLAN

Ms. Krause made a presentation on the HQN Work Plan. She shared with HQN Members the top ten future areas to address. She also briefed on the work undertaken by the past Working Groups with emphasis on the priority areas of focus of the Patient & Public Engagement Working Group – the “It’s Good to Ask” Program (expansion) and the public focus on BCPSQC website (to ensure accurate and updated information, and to encourage people in the public to be more involved and to foster/promote open and honest communication.)

Of the top ten future areas, there are four for which new Working Groups will be created: CCM Measurement, Communications, Clinical Engagement, and Cost and Quality.

Discussions amongst HQN Members included:

- Support of quality work at a provincial level.
- Buy-in and motivation of quality from healthcare providers at all levels.
- Engagement.
- The importance of protecting professionals against on-going competence.
- The importance of alignment of work/activities with the College.
- Academic education - social responsibilities for graduates, and the possibility of changes in UBC medical undergraduate curriculum to include a draft social responsibility framework, patient safety and e-Health. It was recognized that changing curriculum is a long process, and it was hoped that health authorities might be able to help move it a little faster.

6. NSQIP - BC COLLABORATIVE

Ms. van Dijk shared with HQN Members the measurement of surgical quality in B.C., using the B.C. Health Quality Matrix Dimensions of Quality - Acceptability, Appropriateness, Accessibility, Safety and Effectiveness.

Dr. Doris made a presentation on NSQIP:

- Barrier to creating change
- The model
- History of NSQIP
- NSQIP report for Surrey Memorial Hospital
- Collaborative
- The future

Dr. Doris shared the following with HQN Members:

- Prevailing beliefs
- Program overview (and the encouraging result that mortality was reduced after five years, while 80% of hospitals have increased complications and mortalities)
- Additional program benefits
- Quality improvement process
- Data available to hospitals
- Semi-annual report statistics
- Interpretation of results
- Semi-annual report results
- Summary of outcomes for Surrey Memorial Hospital
- The road to recovery
- SSI initiatives
- Michigan Surgical Quality Collaborative
- Partners to improve surgical safety

Ms. van Dijk advised that there are currently 14 sites in B.C., and the next road trip will be at the beginning of June.

Dr. Doris emphasized the importance of the surgical checklist, teamwork and communication, and the focus behind this which is patient safety.

7. EMERGING ISSUES AND HQN MEMBER UPDATES

Ms. Krause reiterated the purposes of HQN - information sharing, education, and collective problem solving/action. She encouraged HQN Members to bring forward agenda items for discussion at HQN Meetings.

HQN updates at this meeting included the work of the Patient Voices Network, National Patient Safety Week, B.C. Medication Management Project and the Pharmacy Working Group, Impact BC, and the Communications Working Group.

Dr. Cochrane distributed a meeting evaluation form and requested that HQN Members complete and return it at the end of the meeting.

8. NEXT MEETING

The next meeting will be held on Wednesday, May 18, 2011, from 9:30 a.m. to 3:30 p.m. (Subsequent to this meeting, the May 18 meeting was cancelled due to the Integrated Care Collaborative Meeting held on June 1, 2011.)

The next meeting will be held on Wednesday, September 14, 2011 at the Elmbridge Room, Sheraton Vancouver Airport Hotel, 7551 Westminster Highway, Richmond, B.C.

9. ADJOURNMENT

There being no further business before the HQN, the meeting adjourned at 3:00 p.m.



D. D. Cochrane, M.D., Chair

September 7, 2011

Date

HEALTH QUALITY NETWORK MEETING

February 23, 2011

Participant List

| Name | Name | Organization |
|-----------|-------------------|--|
| Bilal | Waheed | BC Coroner's Office |
| Shao-Hua | Lu (Dr.) | BC Medical Association |
| Dan | MacCarthy (Dr.) | BC Medical Association |
| Annemarie | Taylor | BC Patient Safety & Learning System |
| Doug | Cochrane (Dr.) | BC Patient Safety & Quality Council |
| Christina | Krause | BC Patient Safety & Quality Council |
| Mark | Collins | BC Pharmacy Directors' Group |
| Galt | Wilson (Dr.) | College of Physicians and Surgeons of BC |
| Christine | Penney | College of Registered Nurses of BC |
| Julian | Marsden (Dr.) | Evidence to Excellence |
| Bakul | Dalal (Dr.) | Guidelines & Protocols Advisory Committee |
| Linda | Irvine | Health Care Protection Program |
| Rod | Tukker (Dr.) | Hospitalist Program |
| Joan | Hill | Impact BC |
| Joyce | Resin | Impact BC |
| Linda | Comazzetto | Interior Health Authority |
| Jeremy | Etherington (Dr.) | Interior Health Authority |
| Erin | Klingmann | Ministry of Health Services - Strategic Management Branch (for Teri Collins) |
| Suzanne | Taylor (Dr.) | Ministry of Health Services - Pharmaceutical Services Division |
| Frances | Bryan | Ministry of Health Services (for Brian Sagar) |
| Camille | Ciarniello | Providence Health Care |
| Georgene | Miller | Provincial Health Services Authority |
| Janice | Butler | Provincial Health Services Authority - BC Ambulance |
| Elizabeth | Bryce (Dr.) | Provincial Infection Control Network |
| Malcolm | Maclure (Dr.) | The University of British Columbia |
| Jim | Christenson (Dr.) | The University of British Columbia - Emergency Medicine |
| Lenora | Marcellus | University of Victoria |
| Janet | Joy (Dr.) | Vancouver Coastal Health |
| Patrick | O'Connor (Dr.) | Vancouver Coastal Health |
| Eileen | Goudy | Vancouver Island Health Authority |
| Martin | Wale (Dr.) | Vancouver Island Health Authority |

Guests:

| | | |
|-----------|---------------|---|
| Peter | Doris (Dr.) | BC NSQIP Collaborative |
| Christine | Vandebek | Howegroup |
| Dean | Kolodziejczyk | Ministry of Health Services - Medical Services Division |

