



HEALTH QUALITY NETWORK MEETING

MINUTES

September 14, 2011 (Wednesday)

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

Elmbridge Room
Sheraton Vancouver Airport Hotel
7551 Westminster Highway
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. PATIENT SAFETY AND BALANCED SCORECARD

Dr. O'Connor made a presentation on Patient Safety and Quality Indicators at Vancouver Coastal Health. He reviewed the objectives for HQN Members. The balanced scorecard is used as a strategic performance measurement tool and shows the public that improvements have been made.

Discussions included:

- The improvement in data over time.
- The opportunity for staff members to comment on what is happening in their area and what they can do to improve.
- Public engagement – education and communication.
- The possibility of making this highly effective way of collecting data applicable to health authorities where other resources are not available.

Dr. Cochrane thanked Dr. O'Connor for sharing this work with HQN Members.

3. CLINICAL CARE MANAGEMENT – MEASUREMENT STRATEGY

Ms. Canitz provided an overview of CCM, focusing on its alignment, purpose, scope, structure, successes and challenges, and potential positive impact on strategic measures.

The following were discussed:

- It is too early to evaluate, as although guidelines and a measurement system have been developed, the work is just starting.
- Evaluation should also assess the process as evaluation is designed to change the process to evaluate. Interview evaluation is felt to be valuable.
- Engagement is the biggest challenge.
- It is important to give people appropriate time when they are asked to do things.
- It is too early to talk about successes.
- In addition to acute care, primary care should be looked at as well.
- A WebEx is being designed for front-line staff to make tools available to support them to be successful. A series of calls have been booked for each topic area in November and December.
- Data reporting evaluation should be undertaken concentrating on the education component, and not creating another layer of bureaucracy. The focus is on integrating with clinicians.
- The guidelines that are being looked at today will be the basis for the way that work is done. Thoughts should be given to ingraining and sustainability.

4. IPCC – IMPROVEMENT INITIATIVE FOR PATIENTS WITH MULTIPLE CO-MORBIDITIES

Ms. Krause provided an update on the Integration of Primary and Community Care initiative. She noted that much work has been done since the June 1 Collaborative Planning Meeting, and that there is high-level commitment from the MoH.

Discussions included:

- The need to shift the focus of care for patients with chronic disease away from hospital and to community providers
- Patients who have high rate of hospital visits for care that could be provided in primary and community care are those with Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, and mental health and substance use issues.
- The aim of this work is to achieve, through the integration of primary and community care for patients with complex multiple co-morbidities, reduction in Emergency Room visits and hospital admissions, shortened length of stay, and decreased re-admission.
- The opportunity to work collectively across the province on integration. It was recognized that there would be a greater potential for impact on the system as a whole through collaboration, shared learning and aligning current efforts.
- This work is in alignment with CCM. Coordination is important so there is no duplication or confusion.

5. PROVINCIAL LEAN STRATEGY AND OPPORTUNITIES FOR LINKAGE TO QUALITY

Mr. Samra made a presentation on Lean. He shared with HQN Members what Lean is. He also reviewed the waste in healthcare, strategies for implementing Lean, development of Lean in B.C., objectives of the Lean KRA, building of the infrastructure for Lean, the Lean Network membership and mandate, the Lean Working Groups, development of knowledge resources, documentation and quantification of gains, quality and Safety Lean initiatives, and MoH's collaboration with the Council.

Discussions included:

- Lean was developed as a quality process.
- This is seen as on-going improvement.
- It also increases value for patients.
- It is best described as a measurement philosophy.
- It is also a tool and we need to know how to apply it, and it is not the only tool.
- It is a highly effective tool but is seen as very successful in some areas and less optimal in others.
- Lean is identified as a separate KRA. It is showing that MoH thinks it is a very powerful tool and does not want it to get lost in system change.
- How Lean fits with other priorities and tools:
 - o One health authority felt that there are many tools available and MoH is not in a position to determine which tool works best for which program/initiative.
 - o Another HQN Member commented that it is good that this tool can be integrated with other tools.
- There are lots of confusing messages, and the language of quality and lean has become indistinguishable. Thoughts should be given to how best to work together.
- Although Lean and CCM are two separate KRAs, efforts should be consolidated to deal with both at the same time.

Mr. Samra noted that he is happy to join HQN and work with the Council to make things fit altogether.

6. TABLE DISCUSSION : ACHIEVEMENTS & QUESTIONS

Small table discussions were held for HQN Members to share their work, achievements and concerns.

7. WORKING GROUP UPDATES

CCM Measurement Working Group

Ms. Dempster, Chair of the CCM Measurement Working Group, reviewed for HQN Members the membership of the Working Group. She also provided an overview of the Working Group's work in the summer on the process of consulting with each topic expert group on the data approach. With the feedback received, the Working Group developed a data guide which provides the operational definitions and sample sizes for each indicator. The data guide will be presented to the next CCM Steering Committee Meeting for approval.

On a separate note, the need for a complete list of the representatives for each of the CCM areas, each health authority Decision Support and Quality representatives, was raised. Mr. Sagar advised that Mr. Marc Woons at MoH is working on this contact list.

Communications Working Group

Ms. Ciarniello, Chair of the Communications Working Group, provided an update to HQN Members. She reviewed for HQN Members the purpose, mandate, key functions/objectives and membership of the Working Group.

Some health authorities expressed that front-line staff do not know about CCM. It was felt that people in health authorities who are expected to run CCM are best to communicate the CCM work in their health authorities.

Patient & Public Engagement Working Group

Mr. Kry, Chair of the Patient & Public Engagement Working Group, provided an update to HQN Members. He noted that the membership of this Working Group was very well rounded, that the Working Group has not met for a while since its mandate was completed, and that it is putting finishing touches to the "It's Good to Ask" Program. He also advised that the Working Group had some frank meetings earlier in the year and identified to the Council the type of information that should be put on the Council's website and how it should be conveyed to the public.

8. EMERGING ISSUES AND ROUNDTABLE/PRIORITY AREAS FOR NEXT MEETING

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

Ms. Krause shared the following with HQN Members:

Quality Academy

Cohort 2 has just concluded and Cohort 3 will start in October.

Awards Program

The deadline for submission is October 21. The form is simplified. Excellent submissions were received last year, and health authorities were encouraged to submit.

Quality Forum

Since the Halifax series came to an end last year and there are no more Safer Healthcare Now! collaboratives, the Council will be holding a two-day Quality Forum in March in Vancouver with the assistance of the Directors' Network. Call for abstracts will be announced shortly.

Positive Deviance

The results of the research project undertaken by Dr. Michael Gardam showed significant improvement on infection control. Dr. Gardem will talk about his work at the next HQN Meeting.

Health Inequity

This equity issue will be discussed at the next HQN Meeting.

9. **NEXT MEETING**

The next meeting will be held on Wednesday, November 23, 2011, from 9:30 a.m. to 3:30 p.m. (location to be advised). (Subsequent to this meeting, the November 23, 2011 meeting will be held at Grand B & C, Executive Airport Plaza Hotel & Conference Centre, 7311 Westminster Highway, Richmond.)

10. **ADJOURNMENT**

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



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

November 21, 2011

Date



HEALTH QUALITY NETWORK MEETING

September 14, 2011

Participant List

<u>Name</u>	<u>Organization</u>
Shao-Hua Lu (Dr.)	BC Medical Association
Dan MacCarthy	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
Julian Marsden (Dr.)	Evidence to Excellence
Andrew Webb (Dr.)	Fraser Health Authority
Bakul Dalal (Dr.)	Guidelines & Protocols Advisory Committee
Linda Irvine	Health Care Protection Program
Joyce Resin	Impact BC
Linda Comazzetto	Interior Health Authority
Erin McGarvey	Interior Health Authority
Brenda Canitz	Ministry of Health - HAD - Clinical Care and Patient Safety
Brian Sagar	Ministry of Health - HAD - Clinical Care and Patient Safety
Suzanne Taylor (Dr.)	Ministry of Health - Pharmaceutical Services Division
Kevin Samra	Ministry of Health - Stakeholder Relations and Transformation
Ed Kry	Patient Representative
Camille Ciarniello	Providence Health Care
Georgene Miller	Provincial Health Services Authority
Judy Isaac-Renton (Dr.)	Provincial Infection Control Network
Malcolm Maclure (Dr.)	The University of British Columbia
Linda Dempster	Vancouver Coastal Health Authority
Janet Joy (Dr.)	Vancouver Coastal Health Authority
Patrick O'Connor (Dr.)	Vancouver Coastal Health Authority
Eileen Goudy	Vancouver Island Health Authority
Bob Clark	Vancouver Island Health Authority

BCPSQC Staff:

Elsie Chan	BC Patient Safety & Quality Council
Ken Donohue	BC Patient Safety & Quality Council
Heidi Johns	BC Patient Safety & Quality Council
Jill Veenendaal	BC Patient Safety & Quality Council
Andrew Wray	BC Patient Safety & Quality Council

Guests:

Katie
Boyang
Val
Deborah

Hill
Xia
Stevens
Daniel

Ministry of Health
Ministry of Health - Pharmaceutical Services Division (Pharmacy Resident)
Ministry of Health - Stakeholder Relations and Transformation
Vancouver Coastal Health