

HEALTH QUALITY NETWORK MEETING

MINUTES

September 9, 2009 (Wednesday)

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

Delta Vancouver Airport Hotel
Sea Island Ballroom – East
3500 Cessna Drive, Richmond, BC

Present: Per Participant List attached

1. **WELCOME AND CALL TO ORDER**

Dr. Cochrane, Chair, welcomed everyone to the meeting and called the meeting to order at 9:30 a.m.

Dr. Cochrane introduced Ms. Melanie Rathgeber and Mr. Andrew Wray, who recently joined the Council as Quality Leaders and who will lead and work closely with the Working Groups. Dr. Cochrane also welcomed Mr. Ed Kry, patient representative, as a new member of HQN.

2. **PRODUCTIVE SERIES (NHS)**

Dr. Cochrane introduced Dr. Helen Bevan, who made a presentation via WebEx on NHS' Productive Series. Joining Dr. Bevan in the U.K. were Ms. Lynn Callard and Ms. Maggie Morgan-Cooke.

The presenters reviewed for Members:

- The Productives: "Releasing Time" Series
- The Productive Leader: Releasing Time to Lead
- The Productive Ward: Releasing Time to Care

This presentation was very well received by Members.

Dr. Cochrane advised that he had the opportunity of meeting with Health Authority Boards to discuss how the Council could help them with safe, quality care and where savings might be materialized in the health care system.

3. WORKING GROUP UPDATES (CHAIRS)

a. Measurement & Indicators

Ms. Trerise, Chair of the Measurement & Indicators Working Group, provided an update of the Working Group, outlining the aims and the progress to-date.

Dr. Cochrane noted that the mandate of the Council is to provide advice and make recommendations on patient safety and quality in B.C. He has been engaged in discussions with Accreditation Canada and MOHS regarding the new accreditation framework developed by Accreditation Canada and concerns expressed by Health Authorities.

b. Education & Capacity Building

Dr. Maclure, Chair of the Education & Capacity Building Working Group, provided an update of the Working Group, including the inventory of educational programs and quality improvement skills assessment. Dr. Maclure also shared his work, as UBC Chair in Patient Safety, which is focusing on the development of the ConCourse.

Dr. Cochrane encouraged Members to communicate to Dr. Maclure or himself any ideas regarding the safety and quality curriculum in the undergraduate and postgraduate programs.

c. Patient Safety Event Reporting

Ms. Miller, Chair of the Patient Safety Event Reporting Working Group, provided an update of the Working Group.

She advised that both Dr. Cochrane and she attended WHO's 2nd Annual International Reporting and Learning Meeting in Toronto in July.

d. Patient & Public Engagement

Mr. Kry, Chair of the Patient & Public Engagement Working Group, shared his background with Members. He briefed Members on the discussions that the Working Group had at its first meeting held on August 27 and outlined their next steps.

Dr. Maclure advised that, as part of the Canadian Patient Safety Week, the Empowered Patient Conference will be held on November 7 at the Vancouver Island Conference Centre. This Conference will help participants develop the skills and confidence to advocate for themselves.

4. UNIT-BASED COMMUNICATION PROGRAM (JOHN HOPKINS)

Dr. Cochrane introduced Ms. Tracie Northway, Quality and Safety Leader, Pediatric Critical Care, British Columbia Children's Hospital, who made a presentation on the Unit-Based Communication Program (John Hopkins) – Experiences of a critical care program in implementing eCUSP. Ms. Northway provided Members the background of this program and the lessons learned. She also shared the importance of on-going support from the hospital, both financially and in terms of releasing staff time for the program. The issue of project management was considered very useful.

5. PATIENT CARE QUALITY REVIEW BOARDS

Dr. Cochrane introduced Dr. Jack Chritchley, Senior Chair, Patient Care Quality Review Boards, and Mr. Thomas Guerrero, Director, Patient Care Quality Review Boards Secretariat, who made a presentation on the Review Boards' goals, vision, reporting, complaint mandate, strategic directions and process.

Dr. Chritchley is seeing that more issues are being addressed and resolved within the Health Authorities rather than being brought to the Review Boards.

6. GLOBAL TRIGGER TOOL

Ms. Dempster and Ms. Ciarniello made a presentation on "Using the IHI Global Trigger Tool for Detection of Adverse Events". This trigger tool, used in conjunction with the methodology of the PSLS, allows Health Authorities to identify adverse events, assess the level of harm and track the effectiveness of improvement efforts in reducing harm.

Ms. Dempster and Ms. Ciarniello reviewed the objectives, definition of harm, VGH/PHC quality and patient safety indicators, and the global trigger tool. They also shared the background of this initiative, justification of using trigger tools, trigger tool practical use, event detection in validation site, methodology, recommended sequence, modules, category of harm, indicators from global trigger tool, results, distribution of harm, targeted interventions, and their proposal.

VCH and PHC are the leaders of this initiative in the Province, and that with the Council, will be holding education sessions to facilitate the tool's adoption in hospitals across B.C. to support other Health Authorities to ensure a provincially consistent approach to identifying adverse events.

7. HQN MEMBER AGENDA ITEM ADDITIONS/ANNOUNCEMENTS

Ms. Harvey briefed Members on the Lower Mainland Consolidation.

In August, the Lower Mainland Health Authorities jointly announced the consolidation of services to address the challenge of delivering services within available resources and current and forecasted demand. Clinical support, corporate and office functions and savings at FHA, PHSA, VCH including PHC are being looked at. It is hoped that financial benefits can be achieved by the end of the current fiscal year. The benefits realized will be distributed back to the participating Health Authorities, and any transformation costs will be the responsibility of the Health Authorities. Examples of some of the areas being looked at are Strategic Human Resources, Payroll, IMIT, Facilities Management, Patient Transport, Portering, Switchboard, Laundry, Transcription and Clinical Services. The Steering Committee is chaired by Mr. Michael MacDougall, Chief Operating Officer, MOHS; final decision-making is by the Health Authorities; and the Governance Committee is comprised of CEOs of the Health Authorities. Detailed plans will be completed by the end of September and reviewed by the end of November before any decisions are made.

Members did a roundtable to share updates on the work that is being undertaken, as well as other thoughts and ideas.

Dr. Cochrane reminded Members of the Halifax 9 webcast sponsored by the Council and encouraged participation.

For the IHI National Forum, Members should check it out on the CPSI website or the IHI website. (Subsequent to the meeting, the Council has decided to sponsor the Video On Demand broadcast for B.C. For more information, please refer to the Council's [website](#) or contact Kerianne Poulsen at 604-668-8210 or info@bcpsqc.ca.)

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

Dr. Cochrane also requested Members to forward any agenda items they may have for HQN Meetings to Ms. Krause or himself.

8. NEXT MEETING

The next meeting will be held on **Wednesday, November 25, 2009, from 9:30 a.m. to 3:30 p.m.** (location to be advised). (Subsequent to the meeting, it has been confirmed that this meeting will be held in the **Bristol Room, Delta Vancouver Airport Hotel, 3500 Cessna Drive, Richmond.**)

9. ADJOURNMENT

There being no further business before the HQN, the meeting adjourned at 3:15 p.m.



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

November 2, 2009

Date