



HEALTH QUALITY NETWORK MEETING

MINUTES

September 29, 2010 (Wednesday)

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

Sheraton Vancouver Airport Hotel
Elmbridge Room
7551 Westminster Highway, Richmond, BC

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. ENERGY INDEX RESULTS AND FOCUSING THE HQN

Ms. Krause noted that the Energy Index is a validated assessment tool used in health care and other settings to assess the functioning of groups. HQN was the first network to use this tool. She thanked HQN Members for the good response rate. She advised that people think the HQN is very worthwhile and its scores place well with respect to other organizations using the tool.

Ms. Krause shared the results of the HQN Energy Index at the meeting. Amongst the responses on the four energy generators (the four C's - Connection, Content, Context and Climate), Climate and Connection are thought to be the biggest drivers of HQN. The structure for decision-making and lack of feedback on progress "zap" people's energy and would be areas deserving attention.

Small group discussions were held to look at how best to structure and utilize the HQN to move forward on quality and safety across the province.

The HQN's Terms of Reference will be revised and brought back to the November Meeting.

3. EMERGING ISSUES

Discussion covered the following topics:

- Connection, disclosure and information sharing
- Current and changing health populations
- Improved outcome for patient safety and quality
- Systems thinking and culture
- Opportunities for enhanced public reporting - transparency and visibility
- Potential of the HQN to support standard reporting in special prioritized areas

Small group discussions were held to share the issues HQN Members are dealing with within their organizations and identify priority areas for discussion at future HQN Meetings.

4. MOVING THE DISCLOSURE AGENDA FORWARD

Ms. Weir and Ms. Krause gave a presentation on how to move the disclosure agenda forward.

A Provincial Disclosure Forum was held in June. Ms. Weir and Ms. Krause shared with HQN Members the purpose of the Forum, and discussed Section 51 (Evidence Act), barriers, opportunities for moving ahead, themes, need for action and the provincial strategy.

HQN discussion emphasized the importance of disclosure, being honest with the patients/families and the relationship with them. With honesty and apology, the consequences are positive. It is evident that there are fewer lawsuits if unexpected events are disclosed and the process used is respectful.

The following was emphasized:

- Disclosure is not about blame
- What are consequences of disclosure? These need to be tracked.
- Disclosure be included in pre-licensure curricula for health care professionals

5. CLINICAL CARE MANAGEMENT: IMPLEMENTATION SUPPORT

Ms. Canitz advised that the Clinical Care Management Steering Committee has approved the Project Charter and submitted it to Leadership Council for approval. It has been signed off by Health Authority CEOs.

Ms. Canitz and Dr. Cochrane discussed with HQN Members the proposed implementation plan for supporting Clinical Care Management (CCM) across the province. They shared the names of the Executive Sponsors, membership of the CCM Steering Committee, and the roles and responsibilities of the CCM Steering Committee, the CCM Secretariat (MoHS), Health Authorities and the Council. Also discussed were the principles of the implementation support by the Council, the structure to support the implementation, and the roles and responsibilities of the Clinical Oversight Bodies and Clinical and Change Leads.

The issues (reminders) brought to the attention of Ms. Canitz and Dr. Cochrane from the Network included the need for a coordinated strategy to support improvement, the importance of data collection, measurement, monitoring and reporting, and need for additional resources/re-alignment of resources.

6. **HQN MEMBER UPDATES**

a. Roundtable

Dr. Cochrane invited HQN Members to share updates, thoughts and new ideas. Members provided information on the work that is being undertaken in the province as a whole and in their organizations. This included the B.C. Health Services Purchasing Organization, NSQIP, the evidence review undertaken for the prevention of adverse effects of the health care system, change of governance of B.C. Ambulance, safety alerts and adverse event reporting, and CPSI's official acceptance of Patients for Patient Safety Canada as part of CPSI.

b. Halifax 10 Webcast

Dr. Cochrane reminded HQN Members that the Council is sponsoring the Halifax 10 Webcast again this year and encouraged them to take advantage of this learning opportunity.

c. BCPSQC Awards

Dr. Cochrane encouraged submission of nominations to the BCPSQC Awards. The submission deadline has been extended to October 8.

d. BCPSQC Safety Alert

A Patient Safety Alert was issued on July 12, 2010, a copy of which was provided to HQN Members at the meeting.

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

7. **NEXT MEETING**

The next meeting will be held on **Wednesday, November 10, 2010, 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 **Viscount Room, Delta Vancouver Airport Hotel, 3500 Cessna Drive, Richmond.**)

8. **ADJOURNMENT**

There being no further business before the HQN, the meeting adjourned at 3:30 p.m.



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

November 2, 2010

Date



HEALTH QUALITY NETWORK MEETING

September 29, 2010

Participant List

Name		Organization
Laureen	Styles	BC Academic Health Council
Jim	Christenson (Dr.)	BC Ambulance
David	Levy (Dr.)	BC Cancer Agency
Bilal	Waheed	BC Coroner's Office
Shao-Hua	Lu (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
Julian	Marsden (Dr.)	Evidence to Excellence
Andrew	Webb (Dr.)	Fraser Health Authority
Cathy	Weir	Fraser Health Authority
Bakul	Dalal (Dr.)	Guidelines & Protocols Advisory Committee
Rod	Tukker (Dr.)	Hospitalist Program
Linda	Comazzetto	Interior Health Authority
Jeremy	Etherington (Dr.)	Interior Health Authority
Brian	Sagar	Ministry of Health Services - Acute Care Division
Liv	Brekke	Ministry of Health Services - Clinical Care and Professional Practice
Brenda	Canitz	Ministry of Health Services - Clinical Care and Professional Practice
Nick	Grant	Ministry of Health Services - Management Information Branch
Suzanne	Taylor (Dr.)	Ministry of Health Services - Pharmaceutical Services Division
Trevor	Hancock (Dr.)	Ministry of Healthy Living and Sport
Fraser	Bell	Northern Health Authority
David	Butcher (Dr.)	Northern Health Authority
Ed	Kry	Patient Representative
Sue	Fuller-Blamey	Provincial Health Services Authority
Georgene	Miller	Provincial Health Services Authority
Elizabeth	Bryce (Dr.)	Provincial Infection Control Network
Malcolm	Maclure (Dr.)	The University of British Columbia
Lenora	Marcellus	University of Victoria
Linda	Dempster	Vancouver Coastal Health
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

BCPSQC Staff:

Elsie	Chan	BC Patient Safety & Quality Council
Katie	Procter	BC Patient Safety & Quality Council
Melanie	Rathgeber	BC Patient Safety & Quality Council
Andrew	Wray	BC Patient Safety & Quality Council

Guests:

Liz
Dean
Dan
Kathy

Faber
Kolodziejczyk
Horvat (Dr.)
Seto

College of Registered Nurses (for Christine Penney)
Ministry of Health Services - Medical Services Division
The University of British Columbia
Doctor of Pharmacy Student (per Dr. Suzanne Taylor)