



Health Quality Network

June 10, 2009

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Working Group Charter Review

1. Measurement & Indicators Working Group
(Chair: Barb Trerise)
2. Education & Capacity Building Working Group
(Chair: Malcolm Maclure)
3. Patient Safety Event Reporting Working Group
(Chair: Georgene Miller)
4. Patient Engagement Working Group
(Chair: tbd)

Measurement & Indicators Working Group

What Are We Trying to Accomplish?

- By September 30, 2009, describe measurement frameworks and indicators being collected to evaluate the quality of health systems at provincial, national and international levels.
- By March 31, 2010, have developed a provincial framework for measurement of the quality of health care in British Columbia at a system level.
- By March 31, 2010, have described the relevance and applicability of aggregate measures to evaluate the quality of health care in British Columbia and make relevant recommendations to the BC PSQC.
- By March 31, 2010, instances of where existing reporting requirements to multiple bodies or where differing operational definitions exists will have alignment of reporting of quality indicators in BC will be complete.
- Provide a forum for investigation of further opportunities on work related to quality measurement and indicators as determined by Working Group membership.
- Establish the Measurement & Indicators Working Group as a resource available to members of the Health Quality Network and the BC Patient Safety & Quality Council.

Working Together, Accelerating Improvement

Measurement & Indicators Working Group

Ideas for Change

- Develop inventory across the health system (e.g., Health Authorities , Integrated Health Networks/Primary Care, PSLs, etc) regarding the indicators, operational definitions, measurement systems currently in place.
- Conduct an environmental scan both nationally and internationally around the approaches to measurement (frameworks, indicators, etc) that are currently being collected and format in which results are shared/communicated.
- Conduct an environmental scan of reporting requirements of quality indicators related to issues of dual reporting or where conflicting operational definitions exist.
- Explore development of an aggregate measure for quality by determining value of such an indicator based up on existing examples and work underway in other jurisdictions.
- Develop principles of measurement to guide development of a measurement framework.
- Using the Quality Matrix as a framework, determine priority areas to focus in the areas of process, outcome and balancing measures.

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Education & Capacity Building Working Group

What Are We Trying to Accomplish?

Health Service Delivery Focus

- By September 30, 2009, a framework for developing leadership capacity for quality improvement within health service delivery organizations will be complete (*Scope: Health Authorities*)
- By March 31, 2010, the HCLABC Leader's for Life program will have integrated quality and safety into their curricula.
- Increase the skills of existing and future quality and safety leaders by 15% by September 30, 2010 (*Scope: Quality & Safety staff and Medical/Nursing/Inter-professional Practice Leaders*)
- By March 31, 2011, establish education for quality and safety as occurring in multi-disciplinary teams for health service delivery settings.

Academic Focus

- By March 31, 2011, establish education for quality and safety as occurring in multi-disciplinary teams for those in academic settings.
- By March 31, 2012, develop a Master's or certification program in quality and safety.

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Education & Capacity Building Working Group

Ideas for Change

- Conduct an inventory across the province regarding educational programs and courses available related to quality improvement and patient safety (by September 1, 2009).
- Consider inventory of skills for those with "Quality and/or Safety" in job title.
- Work with HCLABC Leader's for Life to integrate concepts for quality into curriculum.
- Investigate the development of a post-graduate certificate or Master's program on quality and safety.
- Investigate or develop learning opportunities that are team-based and applied through Collaboratives, quality improvement initiatives, etc.
- Explore ways to develop leaders within Health Authorities to lead and guide teams working on quality initiatives.
- Train-the-trainer programs.
- Explore development of similar programs to SK HQC (Improvement Advisor year long course; workshops) to build QI capability.
- Continue to support Collaboratives as opportunity for team-based learning of quality improvement.
- Change management strategy – process for highlighting good change management process prior to implementation.

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Patient Safety Event Reporting Working Group

What Are We Trying to Accomplish?

1. By December 31, 2009, develop the core patient safety event reporting elements to Health Authority Boards and Senior Leadership Teams.
2. By March 31, 2010, develop a template for patient safety event learning summaries along with a process for sharing and dissemination across the province.

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Measurement & Indicators Working Group

Ideas for Change

- Conduct an environmental scan across the Health Authorities to determine frequency of reporting to Boards and Senior Leadership Teams of key patient safety event issues.
- Develop a provincial template for reporting of patient safety events to Boards and Senior Leadership Teams.
- Health Authorities to share templates for Patient Safety Event Learning Summaries (both actual and potential events).
- Develop a process for dissemination of Patient Safety Event Learning Summaries across the province.

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