



HEALTH QUALITY NETWORK MEETING

MINUTES

November 25, 2009 (Wednesday)

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

Delta Vancouver Airport Hotel
Bristol Room
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 9:40 a.m.

2. WORKING GROUP UPDATES (CHAIRS)

a. Measurement & Indicators

Ms. Trerise provided an update of the Measurement & Indicators Working Group. She advised that the Working Group is still waiting to receive clarity of its mandate and role before furthering work on a measurement framework. She also noted that the Working Group was asked to provide feedback on a preliminary list of indicators developed for Leadership Council for public reporting.

The next step is to develop principles for public reporting.

b. Education & Capacity Building

Dr. Maclure provided an update of the Education & Capacity Building Working Group. He advised that the draft education report has been reviewed and will be finalized soon. He will circulate the draft report to HQN Members for feedback. He also briefed HQN Members on the Working Group's recommendations. Discussions are underway with Intermountain Health Care (IHC) to deploy their comprehensive quality improvement course - Advanced Training Program - in B.C.

Also discussed was the incorporation of quality into continuing education in B.C. and into the education curriculum at a national level.

c. Patient Safety Event Reporting

Ms. Miller provided an update of the Patient Safety Event Reporting Working Group. She briefed HQN Members on the two aims of this Working Group – to develop core elements to be reported to Health Authority Boards and Senior Leadership Teams, and to develop a template for patient safety event learning summaries along with a process for sharing and dissemination across the province.

The work that has been done to-date and next steps were also discussed.

d. Patient & Public Engagement

Mr. Kry provided an update of the Patient & Public Engagement Working Group. He advised that the Working Group's initial focus is on patient/provider communication. He briefed HQN Members on the "It's Good to Ask" Program, which is one of the major goals of this Working Group.

Also discussed were physician engagement and self-care/self-learning for patients.

3. **CLINICAL CARE MANAGEMENT SYSTEM FOR B.C. (based on Intermountain Health Care)**

Mr. Grant made a presentation entitled "Towards Improved Clinical Care Management in B.C.". He provided an overview of the work of IHC on the Clinical Care Management System. He shared with HQN Members B.C.'s strategic context, key areas of focus and challenges.

Discussions with HQN Members included the strengths and weaknesses in B.C.'s existing practices and structures, applicability of IHC model for B.C., how HQN Members see this initiative proceeds and how the Council and HQN can continue to be involved and provide input.

4. **SAFER HEALTHCARE NOW! STAKEHOLDER CONSULTATION RESULTS AND FUTURE ACTIVITIES**

Ms. van Dijk, Western Node Leader, made a presentation on Safer Healthcare Now! She shared with HQN Members the national survey findings, key informant interviews and future direction of SHN! She also discussed the learning network, with emphasis on the Safe Surgery Saves Lives Collective.

5. **HQN MEMBER ANNOUNCEMENTS**

Dr. Wagner advised that a Perinatal Patient Safety Gap Analysis Survey is being developed, and encouraged HQN Members to complete it and forward it on to appropriate individuals when the survey is finalized and made available for completion.

Dr. Hancock advised that he and Dr. Cochrane co-chair the Working Group for the Prevention of Adverse Effects of the Health Care System. A draft Evidence Review was undertaken, a meeting of the Working Group was held in the summer, and overlaps and challenges were identified. The Working Group discussed the intersection of patient safety, workplace health and safety, and health care design and environmental issues. They are also looking at research opportunities.

Dr. Cochrane advised that the HQN will continue to meet four times a year in 2010, the meeting schedule was included in the meeting folder, and proposed agenda items are welcome.

Ms. Wagner proposed that the Acute Care Survey be put on the agenda of the March HQN Meeting. She will provide an overview of the survey results.

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

6. PRIMARY CARE INITIATIVES: INTEGRATED HEALTH NETWORKS AND DIVISIONS OF FAMILY PRACTICE

Ms. Tregillus shared with HQN Members the current state of Primary Care Reform, including Family Practice and other work being done to support Primary Care. She also shared the work of the Integrated Health Network and other structures.

Discussions included the importance of physician engagement in Primary Care, linkages between family doctors and patients so patients receive care and preventative interventions, and return on investment for improved care through reduced hospitalization rates.

7. POSITIVE DEVIANCE – A NEW TOOL FOR QUALITY IMPROVEMENT

Ms. Procter made a presentation on the Positive Deviance Project. She reviewed for HQN Members the background of Positive Deviance movement, its impact, how it works, its focus on behaviour, the process used and the results achieved. She also shared some of the challenges faced.

It was felt that the support of Hospital Management is important for this project.

8. PROVINCIAL INFECTION CONTROL NETWORK (PICNet)

Dr. Bryce and Dr. Isaac-Renton made a presentation to HQN Members on PICNet's history and the work that they do. They provided an update on PICNet's accomplishments to-date and the projects currently underway, with emphasis on the Surgical Site Infection Surveillance Pilot Project and c.Difficile Surveillance.

9. NEXT MEETING

The next meeting will be held on **Wednesday, March 24, 2010, from 9:30 a.m. to 3:30 p.m.** (location to be advised).

10. ADJOURNMENT

There being no further business before the HQN, the meeting adjourned at 2:50 p.m.



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

January 27, 2010

Date