



CLINICAL CARE MANAGEMENT

WHAT IS IT AND HOW IS IT SUPPORTED IN BC?

Meeting Your Goals for Preventing VTE
March 18, 2011



BC Patient Safety
& Quality Council



Imagine a system ...

- High quality care that achieves the best clinical outcomes through the incorporation of evidence-based practice.
- Partnerships between healthcare providers and patients, resulting in patient-centered care.
- Equitable and consistent care across all sectors of the health system.
- Optimal health and living across all dimensions of care, from prevention to end of life.



Built Upon ...

- A culture that fosters a learning environment to drive quality improvement and patient safety.
- Strong clinical involvement at both the grassroots and leadership level.
- Interdisciplinary teams as the foundation for the provision of care.
- Care designed around the patient and simple to navigate.



CCM Is Our Opportunity ...

To improve the quality of patient care in BC through a well-supported system-wide approach to establishing, promoting implementation of, and reporting out on evidence-based clinical best practices.



Principles

- Patient-centered and multidisciplinary
- Integrated across the entire continuum of patient care
- Supports provision of care in the most appropriate care setting
- Accounts for local and regional contexts
- Leverages and harmonizes existing networks, structures, initiatives and expertise
- Adopts a continuous improvement approach



Scope (2010/11)

1. Surgical Site Infection and Surgical Checklist
2. Medication Reconciliation
- 3. Preventing VTE**
4. Stroke
5. Heart Failure
6. Sepsis
7. Hand Hygiene
8. Care of Critically Ill and Ventilated Patients



Continuing Your Improvement Journey

- Engaging others to improve quality of care
- Utilizing quality improvement tools and techniques to support service delivery change through implementing best practices
- Working within a local context
- Continuous data to measure
- Energy and momentum for change



BCPSQC ROLE IN CCM

SUPPORTING PROVINCIAL IMPLEMENTATION

January 25, 2011



BC Patient Safety
& Quality Council



Purpose

...BC Patient Safety & Quality Council is to *provide advice and make recommendations to the Minister* on matters related to patient safety and quality of care, and to bring health system stakeholders together in a *collaborative partnership* to promote and inform a *provincially coordinated, innovative, and patient-centered approach* to patient safety and quality improvement in British Columbia.



Bring a provincial perspective to patient safety and quality improvement activities.

Facilitate the building of capacity and expertise for patient safety and quality improvement.

Strategic Directions

Support health authorities and other service delivery partners in their continuing effort to improve the safety and quality of care.

Improve transparency and accountability to patients and the public for the safety and quality of care provided in BC.



Role of BCPSQC in CCM

- Change management support at the provincial level
- Foster and promote research and sharing of the learning across the province
- With Secretariat, prepares quarterly report on progress to go to CCM Steering Committee
- Collaborates with the Clinical Expert Groups and Health Authorities to develop tools, resources, etc to support implementation
- Identifies barriers/issues to be addressed at a provincial level and brings these issues forward to the CCM Steering Committee
- Examine and evaluate implementation progress at the provincial level



Improvement Triad





The Role of the Improvement Triad

- Develop resources, strategies and plans for specific clinical improvement efforts
- Develop and provide recommendations on appropriate measures
- Review quarterly reports and provide additional context to the CCM Steering Committee
- Help problem-solve around provincial-level barriers to implementation progress from a clinical standpoint
- Provides cross-regional perspective as implementation moves forward



How We (BCPSQC) Will Help You

- Education (e.g., webinars, workshops, Collaboratives, Quality Academy)
- Measurement/data collection issues (e.g., data presentation, how to audit, etc)
- Develop strategies to support engagement – connecting this opportunity with hearts and minds to build motivation and energy
- Site visits (where requested for coaching, physician engagement through Clinical Leads)
- Address key enabling factors (e.g., provincial policy, networks, communities of practice, etc)



Want to Learn More?

www.bcpsqc.ca



QUESTIONS?