

QUALITY IMPROVEMENT PROGRAM

PATIENT SAFETY LEARNING COLLABORATIVE

Learning Session #3

Proceedings

October 20, 2017

8:00am – 12:00pm, room 365

The following sites were represented:

- Credit Valley Family Health Team
- Health for All Family Health Team
- Mount Sinai Academic Family Health Team
- North York Family Health Team
- South East Toronto Family Health Team
- St Joseph's Family Health Team
- St Michael's Hospital Academic Family Health Team
- Toronto Western Family Health Team
- Women's College Hospital Family Health Team
- Scarborough Hospital FHT
- Royal Victoria Hospital FHT
- Southlake Academic FHT
- Sunnybrook Academic FHT

Guests:

- IHI Open School Students

1. Welcome and Introductions

Ms. O'Brien welcomed everyone and thanked them for attending learning session #3 of the patient safety learning collaborative.

2. Evaluation Update

Ms. O'Brien shared that the qualitative evaluation of the learning collaborative has been awarded to a consultant, Ms. San Ng. It is estimated that 6-8 focus groups will be required to enable respective roles and/or professions to participate in the evaluation. It is anticipated that the design and development work for the focus group questions and 1:1 interview questions will begin in January 2018.

- Dr. San Ng – Vision & Results Inc.
- Qualitative evaluation of the Primary Care Patient Safety Learning Collaborative (PSLC) including facilitated focus group discussions, 1:1 interviews and corresponding interpretation, analysis, and summary of information.
- Estimate 6-8 focus groups will be required to enable respective roles and/or professions to participate in the evaluation.
- Design and development work for the evaluation will begin in November, 2017 including REB application
- The timeline for the focus groups is from January 1, 2018 to April 1, 2018 with 1:1 interviews scheduled between April and May 31, 2018.

3. Academic Site Team Sharing

Each team provided a brief update on their patient safety project. The presentations were focused on:

- What has been achieved to date?
- What are the next steps in your improvement journey in relation to patient safety?

The following updates from teams were provided:

Royal Victoria Hospital FHT: they have formed their patient safety project team and developed a patient safety committee and terms of reference for the committee. Next step is to do a SEA.

North York Family Health Team: their project is based around fall screening for seniors with osteoporosis. They have completed 3 PDSAs and now have a structured template in the EMR. The pilot project is completed and they are starting to implement spread across the FHT and complete the evaluation.

South East Toronto Family Health Team: they have organized resident and faculty training on patient safety. They have an online incident analysis tool and will begin to analyze significant events shortly.

Mount Sinai Academic Family Health Team: their project is on Brown Bag Medication Check-Up Medication Reconciliation. They have developed a patient advisory committee and it is going well.

Southlake Academic FHT: they are setting the foundation for conducting a SEA; conducting doing it better rounds, and establishing a patient safety committee.

Women's College Hospital Family Health Team: they are working with the Markham and Toronto Western FHTs on collaborating in a review of significant event analysis and its use in family medicine. Currently they are working on anticipating significant events before they happen.

Sunnybrook Academic FHT: their project is on medication reconciliation in home-bound patients. They are currently working on finalizing the tool so that they can spread it to other patients.

St Joseph's Family Health Team: their project is focused on developing a patient safety committee which is separate from the QI committee. Their goal is to improve the culture around safety events at their FHT.

St Michael's Hospital Academic Family Health Team: their project is focused on reducing high-risk opioid prescribing starting with a focus on reducing opioid and benzo co-prescription. They are working on 3 things: getting the data from the EMR, holding rounds and education on opioid prescribing, improving their internal processes.

4. The "Safe" Culture Journey – group exercise

A first step in being able to change organizational culture is to set a clear vision of the future...

What aspects would you focus on or have you focused on when you think about a safe culture for your team?

The following themes emerged from the interactive group exercise:

- No blame, no shame
- Anonymous reporting
- Non-anonymous reporting
- Huddling
- Remove hierarchy
- Reporting both the good and the bad

- Staff comfort level
- Non-punitive environment
- Discussion of near misses
- Hospital vs. clinic reporting
- A focus on system improvement and not individual improvement
- Positive culture and celebration of QI achievements
- Senior and respected doctors being open about their patient errors
- Team reporting as opposed to individual reporting
- Anonymous presentation of errors, but non-anonymous reporting
- Owning your domain

5. Sustainability & Spread Considerations

Ms. O'Brien shared an overview of sustainability and spread:

Sustainability:

- When new ways of working & the improved outcomes become the norm
- When you look at the process or outcomes a month from now, it has not reverted to the old way & it has been able to withstand challenge & variation – “maintained”
- ‘Holding the gains & evolving as required’

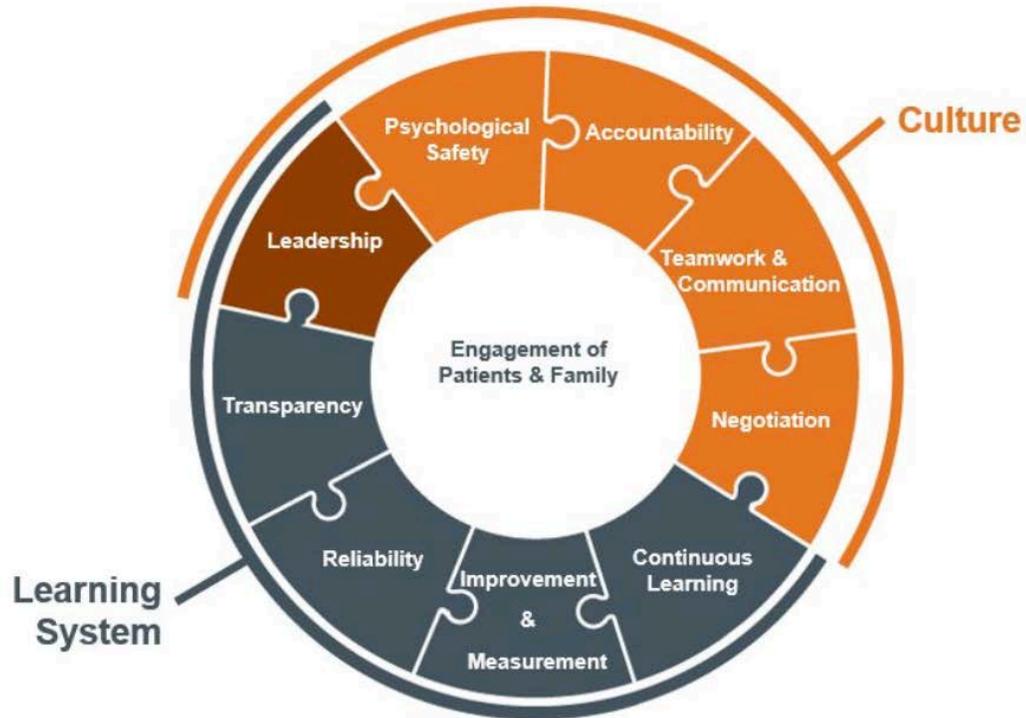
Spread:

- The degree to which learning, best practice or improvement is adopted across an organization/system by those who would benefit from the change
- Spread can occur passively, through diffusion
- It can also occur actively, through dissemination

Spread = Engagement

- Team engagement
- Patient engagement

Framework for Safe, Reliable and Effective Care



© Institute for Healthcare Improvement and Safe & Reliable Healthcare

6. Supporting Project Work - dedicated team time

Teams worked on their projects.

7. Wrap up and next steps

Next steps for us:

- Collate and distribute material via email/website from today's session (Nov 1st)

Action Period - next steps for you:

- Review material from today's session (available – Nov 1st)
- Continue to:
 - Work on project
 - Network (email, webinars)
 - Share questions, experiences – via webinar and/or email and/or via QI coach

Session adjourned at 12:00pm.