

Health Quality Ontario

Let's make our health system healthier

October 5, 2017

Erie St. Clair LHIN Quality Symposium Summary



Contents

Erie St. Clair LHIN Quality Symposium	3
Summary	3
Morning Plenary Session	4
The Importance of Patient Engagement	4
Implementing a Quality Agenda Provincially: From Equity to Opioids.....	4
Collective Impact and Improving Health Outcomes	5
Morning Workshops	6
Primary Care Health System Innovation in the Erie St. Clair LHIN	6
Choosing Wisely Campaign (Bluewater Health)	6
Diving Deeper on Collective Impact	6
Afternoon Plenary Session	7
Regional Quality Table Update and Plans.....	7
Afternoon Workshop	7
Quality Standards	7
Patient Engagement: Transforming the Health Care System Together	7
Introduction to Quality Improvement Tools	8
Conclusion and Next Steps	8
Appendix A: Agenda	9
Erie St. Clair LHIN Quality Symposium—October 5, 2017.....	9

Erie St. Clair LHIN Quality Symposium

Summary

On October 5, 2017, the Erie St. Clair (ESC) Local Health Integration Network (LHIN) partnered with Health Quality Ontario to host its first annual Quality Symposium in Chatham-Kent. Approximately 200 health service representatives and providers from across the region attended.

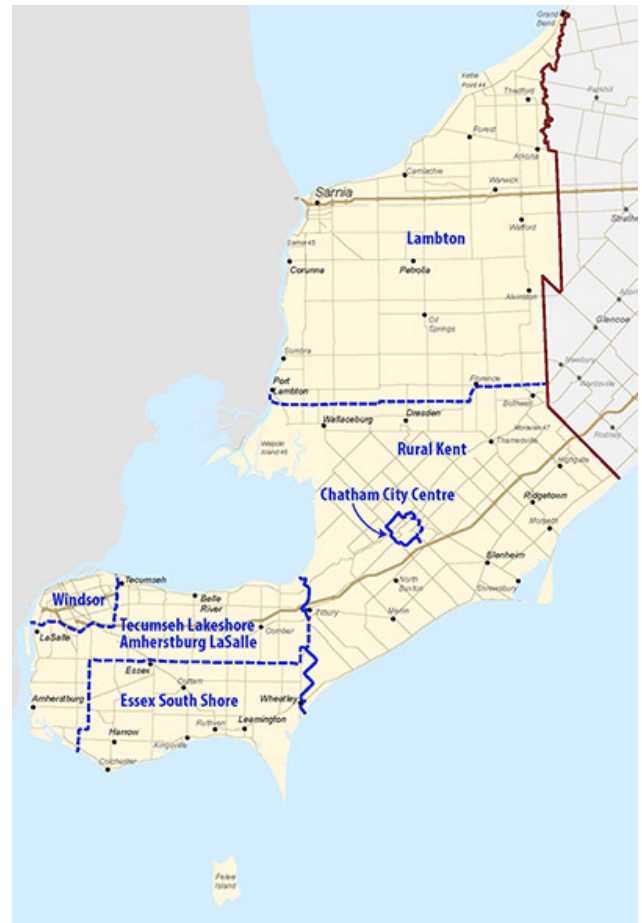
The symposium was designed to:

- Bring together providers and operational leaders of organizations for a shared education experience, with facilitated discussion around themes relating to quality improvement
- Teach some practical skills that attendees could bring back to their practice and/or organization to help them deliver quality outcomes.

Learning objectives were designed help participants do the following:

- Collaborate effectively across sectors and disciplines to foster and enhance health equity
- Work in partnership with providers, patients, and health care teams to create, implement, and evaluate quality improvement projects
- Use the patient-centred model for quality improvement
- Apply leading quality improvement concepts to each clinician's practice.

Opening remarks were provided by **Pete Crvenkovski**, Vice President of Performance, Accountability, and Finance at the ESC LHIN. Pete welcomed all the participants and briefly provided an update on the ESC LHIN transition, strategic direction, and the LHIN's response to the *Patients First Act* legislation.



Morning Plenary Session

The Importance of Patient Engagement

Kathy Borthwick, Patient Advisor for ESC LHIN, was the first keynote speaker. Using both her personal experience supporting her mother-in-law through the health care system and her professional insight, she spoke passionately about the importance of patient engagement—not just at a system level, but also in ensuring patients are actively involved in shared decision-making about their own care. She asked the professionals in the room to consider the voices of the caregivers, their questions, and their concerns about having the skills and/or knowledge to support their loved ones at home.

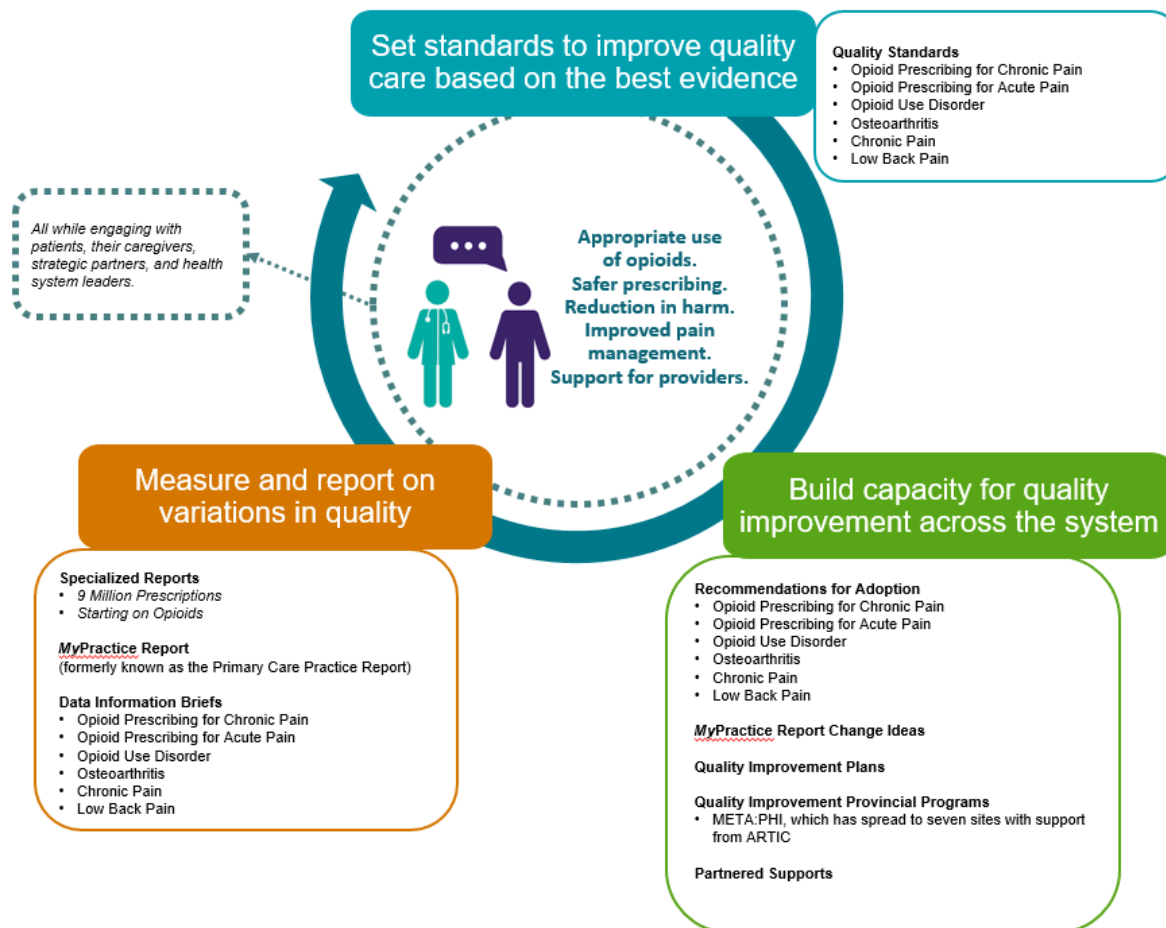
Consider the caregiver!

- If a patient is going home – unless the patient is 100% capable of caring for themselves, please consider these things:
 - The power of a pleasant, agreeable patient is so strong. It might be our downfall. Is the patient just trying to please you and give the right answer?
 - Is there a caregiver and can they support the discharge plan?
 - If the patient says: My son, daughter, spouse, grandchild, neighbor, whoever can do it – include these resources in the planning – make sure they are given a choice. Can they can commit fully - independent of the patient.

Implementing a Quality Agenda Provincially: From Equity to Opioids

Dr. Jeffrey Turnbull, Chief Clinical Quality and Equity Lead at Health Quality Ontario was the second keynote speaker in the morning plenary. He spoke about work underway in the province to advance quality. His talk focused on equity and population health in relation to the *Patients First Act*, outlining a shift in how we think about the sub-regions and in how we understand and respond to the needs of

populations, with a focus on vulnerable populations. He spoke to the work taking place in regions in response to the opioid crisis, offering a sense of a large-scale work that needed to be done, but also the possibilities in our ability to respond.



Collective Impact and Improving Health Outcomes

Liz Weaver, Vice President and Director, Tamarack Institute provided the final keynote about the [Collective Impact Framework](#) and how it could be used by partners in sub-regions to advance quality improvement and health outcomes within communities. Liz covered an overview of the model and gave a number of practical examples from Ontario and the United States to show how communities have used the approach to drive change.

Collective Impact is used for complex problems within diverse communities and is useful when:

- Complex problems are difficult to frame
- Cause and effect relationships are unclear
- There are diverse stakeholders
- Each experience is unique

- The characteristics and dynamics of the issue can evolve
- There is no obvious right or wrong set of solutions
- There is no single measure of success
- The community is also evolving and changing

The tool is perhaps *most* useful where there is an understanding among partners that a multi-year effort may be needed to effect the change(s) in order to deal with the complex issue(s). It requires an investment of time and relationship building in order to work. It is founded on the following five key principles:

- A common agenda (a shared vision for change from a diverse set of voices)
- Shared measurement (consistent monitoring across participating organizations)
- Mutually reinforcing activities (individual initiatives must be coordinated in a reinforcing plan of action)
- Continuous communication (consistency and transparency to build trust—supportive not blaming)
- Backbone support (skills for facilitating and convening the group).

Morning Workshops

Primary Care Health System Innovation in the Erie St. Clair LHIN

Dr. Christopher Liczkai, Associate Professor of Medicine at Western University, introduced the Primary Care Innovation Collaborative in Erie St. Clair and reported on their robust patient-centred and health system outcomes, focusing on respiratory disease. He also shared the group's vision for future innovations. This work has been recognized provincially, by the Minister's Medal Award for Excellence in Health Quality and Safety in 2014, and internationally at the European Respiratory Society meeting in London, England, in 2016.

Choosing Wisely Campaign (Bluewater Health)

Dr. Charles Winegard, emergency department physician, Bluewater Health and **Dr. Renato Pasqualucci**, medical director, emergency department, Bluewater Health focused on how the Choosing Wisely Canada program began, how it has been implemented locally, and how the initiative is being sustained at their hospital, including the steps they've taken to change the culture at their organization. They provided some examples of Choosing Wisely projects undertaken at Bluewater Health, their lessons learned, and suggestions for others when implementing a Choosing Wisely campaign.

Diving Deeper on Collective Impact

Liz Weaver also led one of the morning workshops to give some practical tools and resources for participants interested in the Collective Impact model. She used a number of case studies to highlight how the tools and resources could be applied to health outcomes and to sub-region improvement initiatives.

Afternoon Plenary Session

Regional Quality Table Update and Plans

Carol Moore, Quality Improvement Specialist, Health Quality Ontario provided an update on the work of Erie St. Clair's Regional Quality Table. She outlined three key priorities for the table's work:

1. Build a culture of quality in the LHIN by:
 - a. Establishing a tool to assess proficiency and capability in quality improvement—then assessing the current levels
 - b. Providing and enabling new and ongoing skills and capacity training in quality improvement.
2. Enable the coordination of current quality improvement planning across sectors (acute, long-term care, community, primary care) within each sub-region.
3. Assist in leveraging the coordinated cross-sector improvement activities in each of the sub-regions to improve hospital revisits and readmissions as well as associated processes connected to these “big dot” metrics.

Carol shared the results of the survey assessing the current and desired levels of proficiency, showing there was clear appetite for more quality improvement knowledge and training within the LHIN. She also explained the next steps in developing skills and capacity training for QI, which are currently underway.

Afternoon Workshop

Quality Standards

Carol Moore gave an overview of Health Quality Ontario's Quality Standards Program, providing the rationale and context. She provided details on how quality standards are developed and how people can get involved. The group also discussed the roles for the LHIN, provider organizations, Health Quality Ontario, and the Ministry of Health and Long-Term Care in implementing the quality standards, including what supports are envisioned.

Patient Engagement: Transforming the Health Care System Together

Amy Lang, Director, Patient Caregiver and Public Engagement and **Stephanie Lagosky**, Knowledge Transfer and Exchange Specialist, Communications and Patient Engagement at Health Quality Ontario led a session on patient engagement. They explained how patient engagement is an important part of a high-functioning, quality health system. Patient engagement means patients, their caregivers and families, and health care providers actively collaborate to improve Ontario's health system. The presentation focused on the [Ontario Patient Engagement Framework](#) and how organizations can use it to help guide their engagement activities. They also showcased some success stories and strategies that can be used in organizations to do meaningful patient engagement.

Introduction to Quality Improvement Tools

Shawna Cunningham, Quality Improvement Specialist, IDEAS, at Health Quality Ontario, **Melanie Bucek**, Quality Improvement Manager, ESC LHIN, and **Virginia Bright**, Vision Long-Term Care shared some practical tools and resources for quality improvement, drawing on a recent IDEAS project about convalescent care bed use as an example. Participants learned about the model for improvement, root cause analysis tools, engaging patients in quality improvement, basic measurement, and sharing the quality story. The session was very practical and hands on.

Conclusion and Next Steps

Participant response to the event was incredibly promising, with all sessions and keynotes receiving positive feedback. When asked in a live poll at the end of the day how likely participants were to use one concept or idea from the day in their work, 61% of participants responded “very likely” and 39% of participants responded “likely.” There were several suggestions made for improvement in future years including more hand’s-on practical workshops.

The Regional Quality Table discussed the feedback received at their November 2017 meeting and agreed that making the event an annual one would be a useful component of the table’s aim to increase quality improvement capacity within the ESC LHIN region.

Appendix A: Agenda

Erie St. Clair LHIN Quality Symposium—October 5, 2017

Time	Speaker	Content
8:00 am – 8:30 am	Registration	
8:30 am – 8:45 am	Pete Crvenkovski, VP, Performance, Accountability and Finance, ESC LHIN	Welcome Opening remarks on quality
8:45 am – 9:00 am	Kathy Borthwick, Patient Advisor and Vice Chair of the Erie St. Clair LHIN Home and Community Care Patient and Family Advisory Council	Keynote 1: Patient story and importance of patient engagement
9:00 am – 10:00 am	Dr. Jeffrey Turnbull, Chief, Clinical Quality, Health Quality Ontario	Keynote 2: Implementing a quality agenda provincially: from equity to opioids
10:00 am – 10:15 am	Break and networking	
10:15 am – 11:15 am	Liz Weaver, VP and Director of Operations, Tamarack Institute	Keynote 3: Collective Impact
11:15 am – 11:30 am	Break and networking	
11:30 am – 12:30 pm	Breakout session #1 – Meeting Room 1B Topic: Primary care health system innovation in the Erie St. Clair LHIN Facilitator: Dr. Christopher Liciskai, Associate Professor, Western University Breakout session #2 – Meeting Room 3A and 3B Topic: Choosing Wisely campaign Facilitators: Dr. Charles Winegard and Dr. Renato Pasqualucci, Bluewater Health Breakout session #3 – Meeting Room 5 Topic: Diving deeper on Collective Impact Facilitator: Liz Weaver, VP and Director of Operations, Tamarack Institute	
12:30 pm – 1:15 pm	Lunch and poster presentations	
1:15 pm – 1:45 pm	Carol Moore, QI Specialist, Health Quality Ontario	Keynote 4: Regional Quality Table update and plans
1:45 pm – 2:00 pm	Break and networking	
2:00 pm – 3:00 pm	Breakout session #4 – Meeting Room 1B Topic: Quality standards Facilitator: Carol Moore, QI Specialist, Health Quality Ontario Breakout session #5 – Meeting Room 3A and 3B Topic: Partnering with patients Facilitators: Stephanie Lajosky, KTE Specialist, Health Quality Ontario, and Dr. Amy Lang, Director, Patient, Caregiver and Public Engagement, Health Quality Ontario Breakout session #6 – Meeting Room 5 Topic: Introduction to the quality improvement tool Facilitators: Shawna Cunningham, QI Advisor, Health Quality Ontario; Melanie Bucek, Patient Services Manager, ESC LHIN; Virginia Bright, Administrator, Vision Long-Term Care	
3:00 pm – 3:15 pm	Closing remarks Sharon Pillon, Board Member and Chair of the ESC LHIN Quality Committee, Erie St. Clair LHIN	

Note: 25% of this program is dedicated to participant interaction.