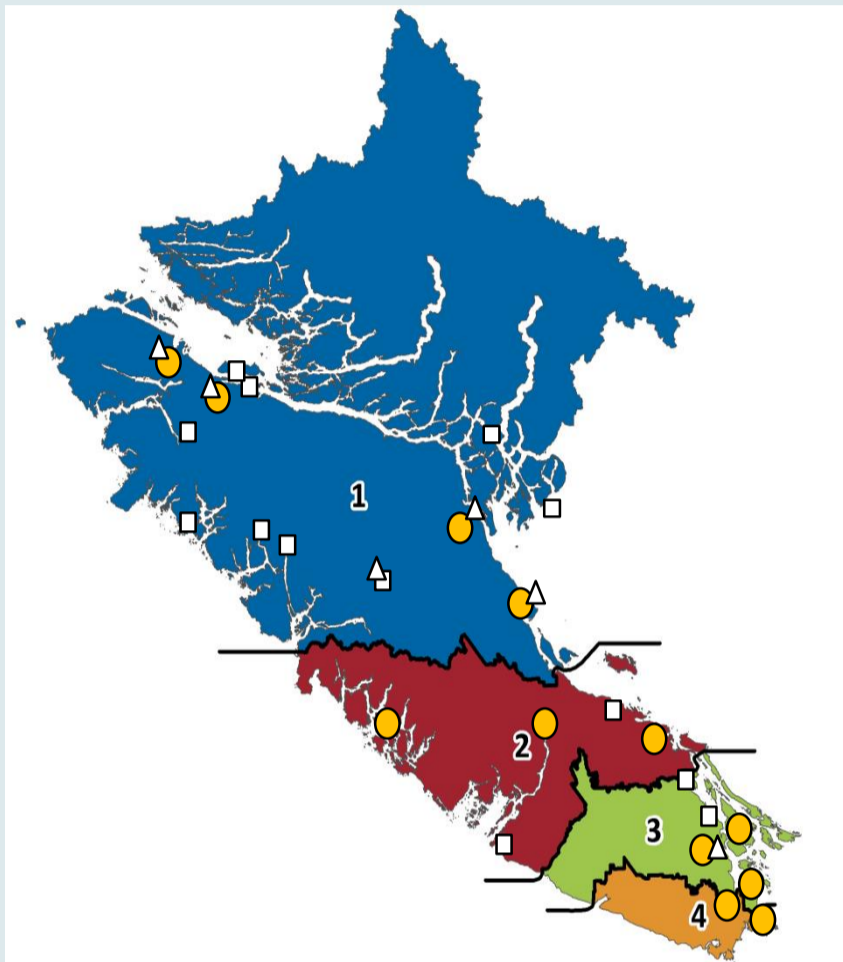


QI for You & I:

Building Community & Capacity for Quality Improvement
Island-wide Summary of QI Projects | Issue #5 | July 2019



What communities are engaging in QI?



- Hospitals
- Health Centers
- △ Public Health Units

GEOGRAPHY	Total No. of Projects	No. of NEW! projects*
Geo 1	6	1
Geo 2	10	2
Geo 3	23	1
Geo 4	24	7
Island-wide	28	2

*since last issue April 2019)

Note: the listings for this report includes projects entered into the registry before June 30, 2019 and are in a rolling year; that means any given project will be on the report for 4 issues before being taken off and replaced with others

Where are we at?

The [QI Registry](#) has been live for over one year and currently holds about 80 **Island Health QI projects!** Included on the following pages are listings of the self-reported projects currently housed within the registry database from the last 4 issues.

To access the QI registry, click [HERE](#) or look for this button on the Quality homepage



Coming Soon: the 2019 Evidence-into-Practice Competition!



Have **you** used evidence to improve quality or care this year? *Tell us how and win an award!* Island Health's Evidence-into-Practice Awards celebrate successes, and aim to inspire new initiatives by sharing results.

3 awards are available:

- A gold award of \$750
- A silver award of \$500
- A bronze award of \$250

Competition Timeline:

- Launch: Monday, September 16th, 2019
- Application Deadline: October 28th, 2019
- Notification of Results: November 15th, 2019

Funds can be used to share or spread your success. Watch the [research website](#) and The Weekly for more details!

Questions? Email giethics@viha.ca

QI Project Listings

Geography 1:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
NEW! Patients who are 70 years and older with one complex medical problem at CRH up in a chair for breakfast	To increase the number of patients who are 70 years and older with one complex medical problem at CRH up in a chair for breakfast by 50% as of August, 2019.	Dr. Kathleen McFadden	Campbell River Hospital	Adult Intensive Care (ICU) , General Support (Housekeeping/Food Services/Laundry) , Professional Practice & Learning , Quality, Safety and Experience , Seniors & Spiritual Health	
Admission and Discharge Planning, North Island Hospital	Improve patient flow and create bed capacity	Greg Gilks	Campbell River Hospital , Comox Valley Hospital , Campbell River Health Unit	Aborig Health , Access and Transitions , Emerg Services , General Support, Home and Com. Care , Infection Prevention & Control , MHSU, Pharmacy Services , Com. Health and Care , Quality, Safety and Experience , Surgical Services	Admissions; Discharges; DVM; HHI; Culture
Frontline Nurse's Feelings Towards Wound Care	Gain insight into frontline nurses feelings towards wound care and determine what supports/resources they recommend.	Melissa Aydon	CRG, Home & Com. Care		Wound Care Comfort Best Practice Education Support
Primary Care Network Comox Valley	Creation of an integrated and coordinated health system for primary and community care that is patient-centred, targets population needs, delivers quality service experience for patients & their families and is easy to understand for those who use it and work in it.	Susan Simo	Home & Com. Care, MHSU, & Other	Aboriginal Health, Access & Transitions, Adult Rehab, Finance, Communications, Heart Health, Home & Com Care, HR, IM/IT, Logistics and Operations , MHSU, OH&S, Pharmacy, Com Health & Care, Public Health, Quality Safety, CYF	Partnership; Team-based care; Ministry of Health; Service Plan; Integrated; Primary Care; Community Care
Ethics Support for Registered Nurses in Geo I	To reduce moral residue and increase job satisfaction for registered nurses in Geo I.	Hayley Dickinson	All Geo I Hospitals, Health Centers and Health Units, Home & Community Care, Residential Care Facilities	Emergency Services, Home & Com Care, Res Services, MHSU, Profess. Practice, Public Health, Quality & Safety, Research	

Geography 2:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
NEW! Developing a framework for providing pediatric care for marginalized children and their families at Georgia Avenue Elementary School in Nanaimo	100% of children who meet referral criteria by the school-based team (SBT) at Georgia Avenue Elementary School will be referred for pediatric consult through a standardized process.	Wilma Arruda	Other	Aboriginal Health , Community Health and Care , Public Health , Child, Youth and Family	pediatric consultation; school-based; community; referrals; standardization

QI Project Listings

Geography 2 continued:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Engaging Family Physicians in End of Life	The aim of this project is to gain a better understanding of what the barriers are for Family Physicians to provide ongoing palliative and end of life care.	Tara McCallan	Other	Access and Transitions	Family Physician, End of Life care, Continuity of Care
NRGH C. Difficile Root Cause Analysis	There is a need for a deep dive to determine relationships between over-census numbers, patient placement and movement, seasonal (influenza) surges and C. diff, as well as measurable and sustainable improvements.	Margarita Shabanova	Nanaimo Regional General Hospital	Facilities, Maintenance & Operations , General Support (Housekeeping/Food Services/Laundry) , Infection Prevention & Control , Quality, Safety and Experience	
Linen Utilization at NRGH Renal (Green Belt project)	Reduce the environmental cost of linen used for keeping clients warm during treatment by 30%, while maintaining or improving clients' satisfaction.	Pan Ting	Nanaimo Regional General Hospital	General Support (Housekeeping/Food Services/Laundry) , Quality, Safety and Experience , Renal Services	
WCGH Inpatient Laboratory requisitions: Decrease the time needed to phone clinical areas due to incomplete ordering/copy to physician information.	To reduce the amount of calls that are needed to confirm the correct physician information as ordering or copy to providers. The target is to have 98% compliance over a period of 12 months.	Karin Cook	West Coast General Hospital	Adult Intensive Care (ICU) , Ambulatory Care and Medicine Quality , Emergency Services , Surgical Services	Requisition; Laboratory; Inpatient
Use of iHealth to improve in-hospital insulin ordering	Decrease % of orders with correction only rapid acting insulin	David Miller	NRGH, RJH & VGH	Pharmacy Services , Research and Capacity Building	insulin; diabetes; iHealth; electronic ordering
Monitoring of the Mental Health Act for patients not on acute psychiatric units	Improved monitoring of the Mental Health Act forms to increase adherence to the legal rights of the patient.	Carrie Boland	NRGH	Adult Rehab Services, Emergency Services, Heart Health, MHSU, Surgical Services, Other	legal; safety; patient rights; monitor; informed

Geography 3:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Improving Access & Positive Patient Experience with Post-Stroke Care in the Cowichan Valley	To increase patient access to post-stroke care in the Cowichan Valley by May 2020.	Tara Pollock	Cowichan District Hospital , Victoria General Hospital	Library Services	Stroke; Rehabilitation; Cowichan

Questions? Email qiethics@viha.ca

QI Project Listings

Geography 3 continued:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Medical Day Care at Ladysmith Community Health Center	Continue to meet the needs of the community on a long term basis by offering these services in one place.	Kristen Grovum	Ladysmith Community Health Centre	Access and Transitions , Emergency Services , Home and Community Care , Community Health and Care , Quality, Safety and Experience	Creating Capacity Building Patient and Staff Experience
Red Folder - Information for Patients and Families	To increase patient and family understanding related to aging and how to promote health and prevent illness or injury.	Michelle Nichol	SPH	Aboriginal Health, End of Life Care, Home & Comm. Care, IPAC, Quality & Safety	Patient information, red folder
Cash Release Efficiency Savings (CRES) CDH Central Patient Registration Process Improvement Event	A small team from the Central Patient Registry was brought together to work with a Lean Black Belt to review, analyze and develop an Action Plan on reducing or eliminating process waste and add improved value to the service they deliver and enhance the patient experience.	David Bemrose	CDH		Central; Patient; Registration; Cowichan; Hospital;
My Ticket Home	To improve the My Ticket Home to be more patient centred.	Michele Bramley	SPH	Aboriginal Health , Home & Comm. Care	Discharge Planning
CDH Medical Device Reprocessing Department Review of Roles and Duties Across the Department	To review all key roles within the MDRD: OR Porter, MDRD decontamination, endoscopy decontamination, clean set-up and MDRD. Wrap Station to ensure maximum efficiencies are being met with existing team and where an additional 0.4FTE would be best utilized as part of the increase in demand for service from the ORs & endoscopy	David Bemrose	CDH		Medical; Device; Reprocessing; Roles; Responsibilities
Ladysmith Community Health Centre Acute Care Supplies - 2 Bin Kanban Inventory Management System	Managing inventory removes RNs from clinical area and patient care. This project will look to perform Lean 6S in order to streamline inventory management process and improve staff morale through process redesign and efficiencies delivered in a safe environment.	David Bemrose	Ladysmith Community Health Centre	Community Health	2 bin; kanban; inventory; management; system

Questions? Email qiethics@viha.ca

QI Project Listings

Geography 3 Continued:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Home & Community Care - Neighbourhood and Assisted Living Scheduling Cluster Alignment	If feasible, a multi-level action plan would be created to implement changes which will lead to decrease use of extra Community Health Worker (CHW) hours to maintain same hours of care and streamlined scheduling processes.	David Bemrose	Duncan Health Unit / Margaret Moss Health Unit	Home & Comm. Care	Neighbourhood; Assisted; Living; Scheduling; Cluster
Rapid Response GP initiative	Use a rapid response GP to provide episodic care to frail clients in their homes during periods of crisis to prevent unnecessary use of the emergency department and/or hospital.	Afshin Shamshiri	CDH, Home & Comm. Care, Residential Care Facilities	Emergency Services, Comm. Health, Pharmacy	Rapid; Response; GP; RR GP; Initiative
Real Time Patient Surveys	Increase the quality, quantity, and timeliness of patient feedback by implementing real time electronic survey kiosks.	Scott McCarten		Medical Imaging	Patient; Survey; ipad; kiosk; feedback
Rapid Assessment Discharge Unit Project	To provide rapid assessment/diagnosis & treatment to eligible ED patients and discharge them in <24 hours; to improve access to physician support for inpatient/outpatient procedures; also to help sustain "doctor of the day" schedules	Afshin Shamshiri	CDH	Emergency Services, Lab, Medical Imaging, Comm. Health, Pharmacy	Rapid, Assessment, Discharge, Unit, RADU
Administrative Process Improvement	Reduce the time and complexity of administrative processes (Posting approval, workload approval, document management) by automating workflows within SharePoint.	Scott McCarten	Other	Finance, Medical Imaging	SharePoint; workflow; administrative; process; approval
Real time workload feedback	Increase worker engagement in workflow improvement by providing real time access to workload volume and incent improvements with gamification by assigning points and prizes based on exceeding workload targets.	Scott McCarten		Medical Imaging	workload; feedback; dashboard; real-time; productivity
Geo 3 Standardization of Community Nursing Wound Care Supplies	Streamline variety & volume of wound care products used by Home and Community Care (HCC) nursing. Current inventory levels will be reviewed at several locations with the goal of rationalizing these supplies into a GEO3 standard formulary list.	David Bemrose		Community Health and Care	Standardization; Community; Nursing; Wound; Care;
Developing a Primary Care Network for Cowichan Valley	The aim of the project is to improve the number of residents of the region who are attached to a primary care provider and that linkages exist amongst those providing team based care.	Shaun Lorhan	Home & Community Care and MHSU in the Cowichan Valley	Aboriginal Health, Communications, Home & Comm. Care, Pharmacy, Comm. Health, Professional Practice, Seniors & Spiritual Health	primary care; integration, attachment, access; system redesign

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QI Project Listings

Geography 3 continued:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Central Scheduling to Improve Patient Choice	Improve patient choice and smooth demand by providing patients with a choice of locations to travel to have their exam.	Scott McCarten		Medical Imaging	booking; scheduling; patient choice; central; clerk
Fast Track Ultrasound	Reduce emergency department visits by providing community physicians with the ability to refer at STAT ultrasound directly to medical imaging without first sending the patient to ER.	Scott McCarten		Medical Imaging	ultrasound; emergency; fast; divert; stat
Door to ECG	To get the patient triaged, ECG done (<10min) and physician to the bedside within 10-15min.	Griffin Halme	CDH	Emergency Services	ECG; Triage; Ambulance; STEMI; Chest Pain
Structured Reporting in medical imaging	Increase accuracy and readability of imaging reports by implementing standard structured reports and integrating these with imaging machines to automatically pull measurements rather than having them dictated.	Scott McCarten		Medical Imaging	structured; reporting; report; imaging; result
Pre discharge orders	Reduce length of stay by allowing hospital physicians to order urgent outpatient orders on inpatients so they can be discharged sooner, but be guaranteed to have their imaging in a timely fashion post discharge.	Scott McCarten		Medical Imaging	Imaging; order; discharge; barrier;
Action for Virtual Care	To reduce (by 10%) transfers to ED for the residents at Sunridge Place associated with the Cowichan Way Clinic, by enabling them with virtual tools over 12 months of initiating the project.	Margarita Loyola	CDH, Residential Care Facilities	Emergency Services, IM/IT & Residential Services	
Duncan Ambulatory Clinic Processes Optimization	Increase number of visits, and the number of clients that the clinic can accept each month	Afshin Shamshiri	Duncan Health Unit/Margaret Moss Health Unit, Home and Com. Care	Ambulatory Care and Medicine Quality, Home & Com Care, Pharmacy, Community Health	
Early Identification of Clients at Risk of Hospitalization	Reduce ALC conversion at SPH	Sia Zabarar & Sheila Leadbetter	Home and Com. Care Sites in GEO 3	Access and Transitions, Communications, Home & Com Care, Com. Health	

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QI Project Listings

Geography 4:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Reducing Inappropriate Blood Prescribing in Acute Care	Reduce inappropriate prescribing by 5% (RJH or VGH) over 9 months by ensuring CSA standards are met, patient safety is managed and indications for each product and component reflect current evident based practice.	Chaundra Willms	Royal Jubilee Hospital , Victoria General Hospital	Laboratory Medicine , Professional Practice & Learning	blood product; CSA; patient safety; inappropriate prescribing; nurse practitioner
Faces of Motherhood: Supporting Women in Pregnancy Affected by Substance Use	We will improve identification by 100% for pregnant women who use substances and who wish to access maternity and addiction care at VGH, RJH and in the community by August 2019	Sarah Lea	Royal Jubilee Hospital , Victoria General Hospital , Mental Health and Addiction Services	Emergency Services , Mental Health & Substance Use , Community Health and Care , Public Health , Child, Youth and Family	pregnancy; addiction; maternity; illicit substances; gestation
Assessment and verification of dried blood spot bio sampling	Assess and implement a workflow in laboratory medicine to allow dried blood spot collection and analysis	Michael Chen	Victoria General Hospital	Laboratory Medicine	dried blood spot; blood collection; patient safety; efficiency; effectiveness
Impact of Standardized Medication Teaching Videos on Patient and Clinician Satisfaction	To quantify the impact of standardized medication teaching videos on both patient and clinical staff experience. Anticipated benefits: 1. Patients - Understand how the use of thorough, reproducible medication teaching using standardized videos impacts patients 2. Healthcare Providers - Understand how the use of thorough, reproducible medication teaching using standardized videos impacts healthcare professionals Organization - Inform a business plan for the Health Authority to acquire the technology to spread the videos to other hospitals if the current videos are positively impacting patients and clinicians.	Kendra Huculak	Royal Jubilee Hospital	Heart Health , Pharmacy Services , Other	Standardized; medication; teaching; optimization; accessibility

Questions? Email qiethics@viha.ca

QI Project Listings

Geography 4 continued:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Improving care for neonates with neonatal abstinence syndrome (NAS) at Victoria General Hospital	Our goal is to bring key stakeholders in perinatal/neonatal medicine (acute care and community) together for a series of meetings to discuss barriers & facilitators to a full "rooming-in model", which will provide us with the knowledge needed to effectively move forward with a redesign of the current care model to increase the number of medically stable opiate-exposed neonates rooming-in with their mothers to 100% over a 12 month period.	Katrina Stockley	Victoria General Hospital	Aboriginal Health , Community Health and Care , Quality, Safety and Experience , Child, Youth and Family	neonatal; neonatal abstinence syndrome(NAS); rooming-in; maternal substance use in pregnancy; opioid crisis
Facial Recognition as Positive Patient Identification in Residential Care	Determine the feasibility of implementing Smartphone enabled facial recognition for positive patient identification in long term care facilities.	Sean Spina	Residential Care Facilities	Communications , Residential Services	residential care; long term care facility; positive patient identification; facial recognition; closed loop medication system
The INTERRUPT Quality Improvement Study: An Assessment of Interaction Alert Fatigue Among Pharmacists at a Tertiary Care Centre	Identification of specific alert pairs which are likely clinically insignificant and which may contribute to alert fatigue.	Naa Adjintetty	Royal Jubilee Hospital , Saanich Peninsula Hospital , Victoria General Hospital	Information Management/Information Technology (IMIT) , Pharmacy Services	interaction; alert; fatigue; pharmacist; tertiary
ECT QI project	This project includes multiple aims. Our first AIM is to collect 3 months worth of data on patients regarding the process of referral. This would consist of the dates each step was completed. After 3 months we will see which steps are hindering the system and make small PDSA cycles for each step. Our overall goal will be to reduce wait times by 20% over the next year. Another AIM is that we want to improve patient education and capacity assessments.	Hannah Burton	Royal Jubilee Hospital		ECT QI redcap Victoria
Design and Implementation of Coronary Care Unit Patient Acuity-Intensity Scoring Tool	A consistent and effective 'real-time' method of informing clinical providers (and administration) of patient needs to: (a) ensure that patients are receiving the appropriate level of care at the right time and location; (b) ensure that appropriate staff are available to provide care; and, (c) communicate to other health providers (both Heart Health and other key stakeholders on CCU status at any given time.	Laura Shaw	Royal Jubilee Hospital	Heart Health	
Cognitive Health Initiative - Specialist Cognitive Service	Explore service redesign through physician engagement for improved assessment and diagnosis of dementia with specialist services in outpatient care settings through the establishment of a dedicated memory service.	Kristine Votova	RJH	Neurosciences , Com. Specialist Health & Care, Research & Capacity Building , Seniors & Spiritual Health	Specialist Memory Service; Seniors outpatient care; dementia; rapid learning health systems;

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QI Project Listings

Geography 4 continued:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Critical Congenital Heart Defect Screening chart audit	If the qualitative data suggests that a large percentage of newborns are being screened outside the optimal time possible due to early discharge there may be a need to ensure these newborns are follow up and re-screened in community and what would this look like.	Margaret (Peggy) Quigg	VGH	Other, Child, Youth and Family	CCHD Screen time 1; newborn age 2; discharge age 3; result 4; follow-up 5
Administration of Prophylactic Antibiotics during Cardiac Device Implantation (EP Lab)	Achieve at least 90% adherence to administering prophylactic antibiotics.	Laura Shaw	RJH	Heart Health	infection; prevention; prophylactic; antibiotics; CPSI SSI bundle
Senior Friendly Hospital Improvement at VGH	The VGH GEM team will support ward teams in providing evidence based senior friendly care by implementing care process monitoring and improvement strategies. 100% of GEM care recommendations will be followed by care teams by March 2019.	Jennifer Oates	VGH	Seniors & Spiritual Health	frail; elderly; senior; acute care
Antimicrobial Prescribing Point Prevalence Survey	After completing this one day prevalence survey, the antimicrobial stewardship program would know which drugs, patient areas or indications might benefit from a review and feedback the most.	Jolanta Piszczek	RJH		antimicrobials; appropriateness; survey; prescribing; pharmacy
Use of iHealth to improve in-hospital insulin ordering	Decrease % of orders with correction only rapid acting insulin	David Miller	NRGH, RJH & VGH	Pharmacy Services , Research and Capacity Building	insulin; diabetes; iHealth; electronic ordering
Surgical Optimization: Smoking Cessation in Pre-arthroplasty patients	By May 30th of 2018, the self reported pre-operative smoking cessation rate for identified smokers booked for hip and knee arthroplasty in Victoria will be increased by 50%.	James McInnes	RJH & VGH	HR, Logistics & Ops, Mental Health and Sub Use, Pharm Services , Public Health, Quality & Safety, Respiratory Health, Surg Services	pre-surgical; patient optimization; smoking cessation; arthroplasty; orthopaedic surgery
Psychiatric Emergency Service (PES) Follow up Contact Pilot	Decrease readmissions, improve transitions and the patient experience through the use of a follow-up phone call for PES patients.	Chris Nagainis	RJH	Mental Health & Substance Use	readmission; transitions; patient experience.
Standard of Care Promotion of Early Childhood Literacy in Pediatric Outpatient Clinics in Victoria	We aim to develop standard of care promotion of early childhood literacy by pediatricians in their outpatient clinics.	Mia Francl	Other		Pediatrics; Literacy; Outpatient; Reading; Child
Hospitalist Inpatient MAiD Stakeholder Experience	As part of our one year review we want to solicit the stakeholder experience to improve on for future iterations, to make sure it is sustainable, accepted, and benefits the multidisciplinary team involved.	Chloé Lemire-Elmore	RJH & VGH	End of Life Care	Medical Assistance in Dying (MAiD) Inpatient End of life Hospitalist Multidisciplinary care

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QI Project Listings

Island Wide Projects:

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Understanding vaping and e-cigarette use in Island Health Schools	The aim of this project is to determine: 1) How extensive the problem of vaping and e-cigarette use is within the jurisdiction of Island Health. 2) What policies school districts have regarding vaping and e-cigarette use. 3) What resources and supports offered by Island Health school districts have accessed in their response to vaping and e-cigarette use, and whether they have been helpful. 4) What additional supports or programs school districts would like to see provided by Island Health.	David Mcvea		Public Health , Child, Youth and Family	e-cigarettes; vaping; tobacco control;
Policy on standards for suspected and confirmed spinal injured patients	Policy on standards for suspected and confirmed spinal injured patients: To ensure that competencies, roles and responsibilities and organisational expectations are clearly defined. <ul style="list-style-type: none"> Management of Suspected Cervical Spinal Injury: PolyTrauma Adult (> age 16) Guideline: To provide recommendations for diagnostic imaging and clearance of suspected cervical spine injury in polytrauma patients with a dangerous mechanism of injury. Management of suspected Thoracolumbar Spinal Injury: PolyTrauma Adult (> age 16) Guideline: To provide recommendations for diagnostic imaging and clearance of suspected thoracolumbar spine injury in polytrauma patients with a dangerous mechanism of injury. Procedure for Adult Spine Handling - Suspected or confirmed spine injury: To provide directions for all clinicians required to manually immobilize the cervical, thoracic, lumbar and/or sacral spine in order to reposition, roll or laterally transfer any adult patient with a known or suspected spine injury. Lateral Transfer Decision Support Tool to provide guidance on choosing the type of transfers that best meets the presenting conditions and factors. 	John-Marc Priest	Campbell River Hospital , Cowichan District Hospital , Lady Minto/Gulf Islands Hospital , Nanaimo Regional General Hospital , Port Hardy Hospital , Port McNeill Hospital , Royal Jubilee Hospital , Saanich Peninsula Hospital , Tofino General Hospital , Victoria General Hospital , Comox Valley Hospital , West Coast General Hospital	Adult Intensive Care (ICU) , Adult Rehabilitation Services , Emergency Services , Home and Community Care , Medical Imaging , Neurosciences , Occupational Health and Safety , Trauma Care	
Examination of patient safety incident disclosure reporting at Island Health	Measure the extent to which disclosure of patient safety incidents where serious harm and death is occurring, identify the impediments to reporting disclosure in PSLs, and develop strategies aimed at increasing disclosure reporting frequency for serious harm and death events by March 2019.	Fiann Crane	Other	Quality, Safety and Experience	Safety; disclosure; reporting; incidents; harm

NEW!

NEW!

Questions? Email qiethics@viha.ca

QI Project Listings

Island Wide Projects continued :

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Bereavement Support: Attitudes and Expectations MAiD	To explore the current practice, beliefs and expectations of physician Prescribers and Assessors of Medical Assistance in Dying (MAiD) regarding the bereavement support they offer (or may not) to family/friends of the deceased at the time of and following an assisted death. Goals regarding bereavement support: <ul style="list-style-type: none"> • To identify the current practice of MAiD Prescribers and Assessors. • To understand the beliefs of MAiD Prescribers and Assessors about their responsibility in this regard. • To explore the comfort level of MAiD Prescribers and Assessors. • To identify strengths, gaps and challenges experienced by MAiD Prescribers and Assessors. • To explore what resources could be offered or developed to support Prescribers and Assessors. 	Rosanne Beuthin		End of Life Care	Bereavement support; death and dying; medical assistance in dying (MAiD); physician practice
Design and Implementation of Coronary Care Unit Patient Acuity-Intensity Scoring Tool	A consistent and effective 'real-time' method of informing clinical providers (and administration) of patient needs to: (a) ensure that patients are receiving the appropriate level of care at the right time and location; (b) ensure that appropriate staff are available to provide care; and, (c) communicate to other health providers (both Heart Health and other key stakeholders on CCU status at any given time.	Laura Shaw	Royal Jubilee Hospital	Heart Health	
Case Definitions and Severity Stratification for Surveillance of Mental Health : Substance Use Disorders in British Columbia - focus on opioid overdose	(1) Identify patterns of service engagem. associated with opioid overdose (2)Identify prevention opport. (3) Identify clusters of services that target the needs of pts who overdose on opioids	Andriy Koval	Mental Health and Addiction Services	Other	opioid overdose; encounter profiles; transactional data; health trajectory, prevention
Reduction of Heart Failure Readmissions within 30-days	To review Island Health data and determine if meeting CCS guidelines.	Claire Mackelson			Heart Failure; readmission visits; CIHI data
Prevent and Reduce Open Heart Surgical Site Infections	Reduce incidence of open heart surgery surgical site infections to meet CCS standards.	Laura Shaw	ALL Island Health hospitals	Heart Health , Infection Prevention & Control	CPSI SSI Bundle; surg. site infections; prevention; surveillance
STEMI QA program	Achieve 90% adherence of all STEMI efficiency benchmarks.	Laura Shaw	ALL Island Health hospitals	Emergency Services , Heart Health , Other	CCS benchmarks; CSBC benchmarks; efficiency of STEMI care pathway

QI Project Listings

Island Wide Projects continued :

Project Title	Project Aim	Project Lead	Sites Involved	Programs Involved	Keywords
Imminently Dying Clinical Order Set and Care Plan	<p>(1) Acute care providers and staff will use the <i>PALL Imminently Dying Orders & Final Days Care Plan Practice Resource</i> to provide pts with consistent & compassionate care</p> <p>(2) Initiation & discontinuing of <i>PALL Imminently Dying Clinical Order Sets (COS)</i> in line with COS patient criteria</p> <p>(3) Evidence of conversations held with pt/family about prognosis of last days & document. of the discussions</p> <p>(4) Evidence of use of standardized medications in the COS with provision of individualized orders</p> <p>(5) Effective implementation of medications & care of pt/family in final days.</p>	Della Roberts	VGH, CVH & WCGH	End of Life Care , Pharmacy Services	Clinical Order Set End-of-Life Imminent Dying
Improving the Research Experience of Fecal Microbiota Transplant (FMT) Study Participants - A QI Project	To elicit pt/study participant feedback on their experience in the clinical research process and solicit their preferences on various aspects of study procedures. This QI project provides an opportunity for pts to enhance clinical research.	Christine Lee	NRGH, VGH & RJH	Research and Capacity Building	Patient experience, perceptions, patient satisfaction, quality improvement
Urinalysis and Urine Culture Process Improvement	Reduce contamination for urine cultures, improve correct labeling of patient samples, reduce TAT, improve urine workflow among all sites, as well as decrease re-collects due to contamination. A better quality urine sample for culture results in a decrease in false positive cultures which ultimately reduces prescribed antibiotics.	Melissa Milligan	ALL Island Health hospitals	Ambulatory Care & Medicine, Lab	Urine; BD Urine System; Urine Culture; Culture Contamination; Improve TAT



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