

# OUR EXCELLENCE IN CARE JOURNEY

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## FROM IDEA TO PRACTICE: THE JOURNEY SO FAR

In January, 2023 Island Health’s vision for new ways of working together to achieve more efficient, effective and transparent quality-focused decision-making was an aspiration. A year later, thanks to the dedication and hard work of everyone involved, many of the changes needed to achieve that vision have come to life. Today’s newsletter provides a snapshot of the progress we’ve made so far and what is coming next.

### activated



**13** regional **C.A.R.E. Networks** are now functioning and developing their first quality-improvement plans for key Island-wide services. [learn more about C.A.R.E. Networks](#)  
[Read C.A.R.E. Network decisions](#)



**ICGC** (Integrated Clinical Governance Council) has produced its first consolidated Quality and Safety Report [learn more about ICGC](#)



The **Seniors Population Planning Committee** is moving ahead with recommendations to improve delirium outcomes and reduce falls. [learn more seniors health recommendations](#)



Three CG function sub-committees (**performance, safety and policy**) are **operational**. [Watch the Intranet for more information about these sub-committees](#)



A new **Secretariat team is in place** to support the administration and coordination of governance work. [Learn more about the Secretariat](#)

### diversified



**26%** of 442 C.A.R.E. Network members are **frontline** staff and **23%** are **allied health**. There are an average of **7 medical staff** per C.A.R.E. Network. [See lists of C.A.R.E. Network members](#)



**10 of 13** C.A.R.E. Networks, as well as the Integrated Clinical Governance Council, include **patient partners**.

### streamlined



**40%** of the 156 structures identified within Quality Council structures have been **retired**. Further reductions are expected.



**100%** of C.A.R.E. Networks are engaged in performance improvement and quality process to inform 24/25 organizational goals



Committee **decisions are published** on Island Health’s Intranet to support transparency. [View the decision tracker](#)

# FROM IDEA TO PRACTICE: THE NEXT LEG OF OUR JOURNEY

Hundreds of staff and medical staff are now active in new clinical governance committees, crucial support resources are in place and strategies that will improve patient outcomes are moving forward. While those committees continue to mature in 2024, others will launch for the first time.

## activate

An evidence-based model for clinical governance - including new or restructured committees, diversified membership, integrated support systems and new resources - is the foundation of Island Health's new approach to quality improvement through clinical governance. The remaining components of that model will be fully activated this year, including:

### Local quality and operations committees

will be the forum for escalation and communication with regional structures to enable quality locally. [Learn more about local structures](#)

### Five cross-continuum committees -

Medication Systems, Care Transitions and Health Records / Clinical Informatics, Regulatory Scope of Practice and Clinical Education - provide the systems or services needed to support all areas of care.

**11 Specialty Service Areas** - such as Heart Health and Trauma - are in different states of activity, with all groups predicted to be active by April

Additional **Population Planning Committees** - such as End-of-Life - are being considered to provide population-focused recommendations.

## design



The second version of Island Health's **Decision-Making Framework** will be launched later In 2024.



A new **Human Experience Strategy** considers the different components that define the experience of care teams, patients and families interacting with the health-care system. In 2024 this work will include an education curriculum, a new advisory structure and focus on partnership and engagement.

## plan

This spring Island Health will begin working on a new **organization-wide Clinical Services Plan** that will translate Island Health's vision for excellence in health and care into a clear set of directions and priority improvements to better meet current and future health service needs.

[Learn more about clinical services planning](#)



- [Clinical Governance Intranet](#)
- [Decision Tracker](#)
- [Resource Library](#) (including Terms of Reference and committee membership)