



FREQUENTLY ASKED QUESTIONS

September 2024

PQI PHYSICIAN
QUALITY
IMPROVEMENT
An SSC Initiative



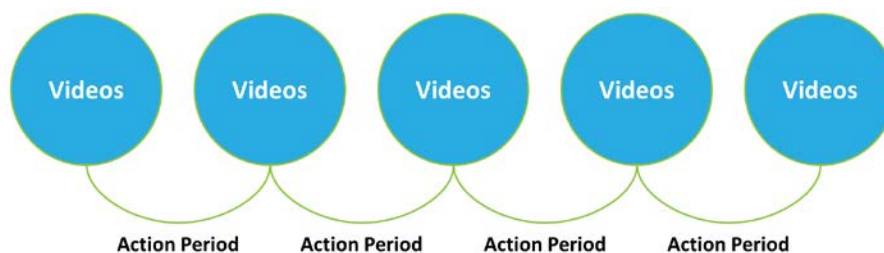
Many factors influence the ability of all team members (including patient/family) to be aware of a patient's medical goals for discharge. The Well Planned Action Series will support teams to explore which factors affect them and help identify high impact-low effort ideas for improvement they want to test in their area.

What are Medical Goals for Discharge?

Medical Goals for Discharge provide information about the clinical reason for a patient's admission and describe the clinical status the patient and team are working towards in order to be medically fit for discharge. Medical goals for discharge is *not* a checklist to be achieved before discharge (criteria led discharge), or a component of advanced care planning (goals of care).

What is an Action Series?

An Action Series is a learning opportunity for small groups of 3-7 multidisciplinary team members. It consists of five theme-based video modules and activity guides with practical tools you can try right away. It can be completed asynchronously or together. Support is available to teams during the action periods from a Quality Improvement (QI) trained colleague.



What is the time commitment?

Up to 6 hours spread over 5 months; approximately 10-20 minutes of videos and 45 minutes of team activities per month. Videos and activities can be done in as little as 5-10 minute segments throughout the month.

Who can participate?

Teams of 3-7 people who are involved in creating, communicating, or clarifying medical goals for discharge, including Physicians, Nurse Practitioners and Island Health multidisciplinary team members (RNs/LPNs, Allied Health, and other Support Staff). *Must include at least one physician and one non-physician role.*

Example team compositions: A) 3 Physicians, 1 CNL and 3 RNs; B) 2 Nurse Practitioners, 1 Physician, and 2 LPNs; C) 1 Physician, 1 CNE and 1 SLP

Why should I participate?

Each area has unique challenges and the best people to identify opportunities for improvement are the people involved in doing the work. This Action Series was created to support teams to make grassroots level changes that make sense for their local context. Change won't happen by itself, but together we can make an impact.

Am I the right person to form a team?

If you are working in a clinical environment and are involved in creating, communicating or clarifying medical goals for discharge, you are the right person! There is no 'Team Lead' role and no additional responsibilities for pulling together a group, just ask a couple of friends/colleagues that you work with who are interested in testing some ideas for improvement to join you.



Can I do the Action Series on my own?

Quality Improvement is a team activity and the system impacts each role that is involved differently. In order to make improvements that positively impact your local area, it is important to work through the Action Series with a small multidisciplinary team who are involved in creating, communicating and clarifying medical goals for discharge. It is not open to individuals at this time.



Can someone help me pull a team together?

Absolutely! If you are interested in participating but are not sure who should be on your team or how to recruit them, please reach out to us and we would be happy to help.



How will we receive the Action Series content?

Monthly emails will be sent from PQI with links to the Module Videos and Activities Guides. You can watch the videos and do the activities together or asynchronously.



How can we fit the activities into our already busy days?

The content was created locally with our current context in mind. Everything can be done in 5-10 minute segments and is designed for teams to go at their own pace.

Example ways to connect with your team: Spend 5 minutes together at the end of a huddle or wards rounds; Start a group text or create a WhatsApp group; Use a whiteboard, post-it notes, or a notebook in a confidential area your Action Series team all have access to.



Will someone be available if my team has questions or needs help during the Action Series?

Yes, support will be available to you and your team from registration to wrap-up! We have a QI trained staff member attached to this project and access to experts on the PQI team who can be brought in to help as needed.



Who created the Well Planned Action Series?

The Action Series content has been designed by over 35 of your Island Health Physicians, Nurses, Allied Health, Support Staff, and Clinical Operations colleagues, from 24 different work areas, with representation from Campbell River to Victoria!



How much does it cost to participate?

Nothing! This is a free opportunity for multidisciplinary teams across Island Health. Physicians are eligible for up to 6 hours of sessional funding at the JCC rate for participating.



What should I do if I have a specific concern about an incident, a physician or a staff member?

Patient safety events should be reported through the Patient Safety Learning System (PSLS): intranet.islandhealth.ca/departments/quality/psls/Pages/default.aspx

Information on Island Health's Respectful Workplace Policy can be found here:

intranet.islandhealth.ca/admin_resources/viha_and_you/Pages/respectful_workplace.aspx

Concerns about physicians or staff should be directed to their leader (i.e. Manager, Director, Medical Lead, Department Head, etc.)



Interested in signing up or learning more? Let us know here:

surveys.islandhealth.ca/surveys/well-planned-action-series-expression-of-interest

Or Email PQI@IslandHealth.ca

