



# FREQUENTLY ASKED QUESTIONS

Updated November 29, 2022



## What is an Action Series?

An Action Series is a learning opportunity for small groups of 3-7 interdisciplinary team members. It consists of five theme-based video modules and activity guides with fun, practical activities. 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?

Only 6 hours between January-May 2023; 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 Island Health interdisciplinary team members that are involved in making, receiving, and responding to calls as part of the "on-call system". For example: Physicians, Nurses, NUAs/Unit Clerks, Allied Health, and other Support Staff.

## 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 can help. We have connections across the island and would be happy to help you identify a team and pull people together.

## Can you help us improve our On-Call Schedule and get more staff?

Unfortunately not, on-call scheduling and staffing are out of scope for this project, but we can share tools and techniques to help teams improve the process and their experience around making, receiving and responding to calls.

## How much does it cost to participate?

Nothing! This is a free opportunity for interdisciplinary teams across Island Health.



### **Can I do the Action Series on my own?**

Quality Improvement is a team activity and the on-call system impacts each role that is involved differently. In order to make improvements that positively impact your local call experience, it is important to work through the Action Series with a small interdisciplinary team that is involved in making and receiving calls. It is not open to individuals at this time.



### **Is this only about making things better for physicians who are on-call?**

No, the intent of this Action Series is to improve the call experience for everyone who is involved in the process of making, receiving and responding to calls about patient care (for example: Nurses, NUAs/Unit Clerks, Physicians, Allied Health, and other Support Staff). It was specifically designed with multiple perspectives in mind by an interdisciplinary team.



### **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.



### **Why should I participate?**

Each area has unique challenges with the “on-call” experience and the best people to identify opportunities for improvement are the ones making and receiving the calls. 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 a difference.



### **Who created the Good Call Action Series?**

The Action Series content has been designed by over 40 of your Island Health Physicians, Nurses, Allied Health and Support Staff colleagues, from 21 different work areas, with representation from Campbell River to Victoria!



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For more information, please visit <https://medicalstaff.islandhealth.ca/good-call-action-series>

Would you like to talk to some before you sign up? Email [PQI@IslandHealth.ca](mailto:PQI@IslandHealth.ca) or

Let us know here – <https://surveys.viha.ca/surveys/good-call-action-series-expression-of-interest>