



# FREQUENTLY ASKED QUESTIONS

Updated January 2024



Making, receiving and responding to calls about patient care can be stressful. The *Good Call Action Series* was created locally as a grassroots level opportunity to support small teams to test ideas to improve their call experience. All previous participating teams have seen improvements.

*"I cannot express the incredible value in getting together with your colleagues and finding common ground. This work needed to be done and Good Call gave us a platform to get started."*

*"The Action Series gave us a reason to get together and start talking about the current state and what we could do to change it."*

## 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?

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 making, receiving, and responding to calls about patient care, including Physicians/NPs & Island Health interdisciplinary team members (Nurses, NUAs/Unit Clerks/MOAs, Allied Health, and other Support Staff). Must include at least two different groups.

**Example team compositions:** A) 1 Physician, 1NP, 1 RN and 1 NUA; B) 3 ERPS and 3 Surgeons; C) 2 Physicians, 2 RNs, 1 NUA and 1 Respiratory Therapist; D) 1 PT, 2 LPNs, and 1 Clerk

## Why should I participate?

Each area has unique challenges 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 an impact.

## Am I the right person to form a team?

If you are working in a clinical environment and are involved in making, receiving or responding to calls about patient care, you are the right person! There are no additional responsibilities and there is no Team Lead role, just ask a couple of friends/colleagues that you work with to join you and test some ideas for improving the call experience.



### How much does it cost to participate?

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



### 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 call experience, it is important to work through the Action Series with a small interdisciplinary team who are involved in making/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.



### 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!



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

On-call scheduling and staffing are out of scope for this project. We can share tools and techniques to help teams improve the process and their experience around making, receiving and responding to calls.



### 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.



### 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](https://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](https://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.)

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For more information, please visit:

[medicalstaff.islandhealth.ca/good-call-action-series](https://medicalstaff.islandhealth.ca/good-call-action-series)

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

[surveys.viha.ca/surveys/good-call-action-series-expression-of-interest](https://surveys.viha.ca/surveys/good-call-action-series-expression-of-interest)

Or Email [PQI@IslandHealth.ca](mailto:PQI@IslandHealth.ca)

