



Good Call Action Series

Making, receiving and responding to calls about patient care can be stressful and complicated. The *Good Call Action Series* was created locally by physicians, nurses, clerks, allied health and other support staff as an opportunity to help teams test ideas to improve their call experience. Learn tools and techniques you can use right away and apply to other problems in the future. Each area has unique challenges and the best people to identify opportunities for improvement are the ones who are doing the work.

"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."

Up to 6 hours over 5 months

Can be done in 5-10 minute segments

Videos ~10-20 minutes per month

Activities ~ 45 minutes per month

Funding at the JCC sessional rate for participating physicians

Teams of 3-7 (Physicians/NPs, Nurses, NUAs/Unit Clerks/MOAs, Allied Health, and other Support Staff).

Must include at least two different groups

Example team compositions:

A) 1 Physician, 1 NP, 1 RN & 1 NUA

B) 3 ERPs & 3 Surgeons

C) 2 Physicians, 2 RNs, 1 NUA & 1 RT

If you are working in a clinical environment and are involved in making, receiving or responding to calls about patient care, this Action Series is for you – ask a few colleagues/friends to join you and sign up today!



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

surveys.viha.ca/surveys/good-call-action-series-expression-of-interest

Or Email PQI@IslandHealth.ca

