

BUILDING QUALITY IMPROVEMENT (QI) CAPACITY THROUGH CORPORATE QI ENGAGEMENT ACTIVITIES

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DESCRIPTION

As COVID-19 restrictions associated with social distancing lessened, Humber River Health (HRH) prioritized corporate stakeholder engagement through Reinventing Patient Care Councils (RPCCs) and the Medical QI (MQI) Committee. RPCC initiatives focus on the improvement of patient care on a unit level, whereas MQI initiatives can be aligned with promoting organizational objectives such as length of stay. To promote the uptake of QI initiatives and to support the networking of organizational stakeholders, members from the Quality and Patient Safety (QPS) team were invited to regular meetings. By regularly participating in RPCC and MQI initiatives, the QPS team was able to support process improvement and data evaluation across the organization.

OBJECTIVE

To support quality improvement initiatives across the organization by promoting corporate QI engagement activities.

ACTIONS TAKEN

QPS team involvement with RPCC activities:

- A QI Specialist (from the QPS team) collaborated with Unit Leadership to facilitate the reactivation of RPCCs in all clinical programs.
- QI Specialists were invited to regularly participate in RPCC meetings to support the initiation and continuation of various QI initiatives (Figure 1).

QPS team involvement with MQI Committee activities:

- Members of the QPS team regularly attended MQI Committee meetings.
- QI Specialists were invited to support individual MQI initiatives as necessary.

SUMMARY OF RESULTS

When supporting QI initiatives within the organization, QI Specialists:

- Advised on the use of QI tools to explore areas for opportunity or create new processes.
- Connected team members with organizational stakeholders to facilitate initiative implementation and evaluation.

The QPS Team supported QI initiatives by connecting RPCC and MQI members with individuals with unique skill sets within the organization, expanding their network and fostering a culture of interprofessional collaboration (Figure 2).

LESSONS LEARNED

Incorporating the QPS team in regular corporate QI activities improves the uptake of QI initiatives and facilitates organizational stakeholder networking to promote interprofessional collaboration.

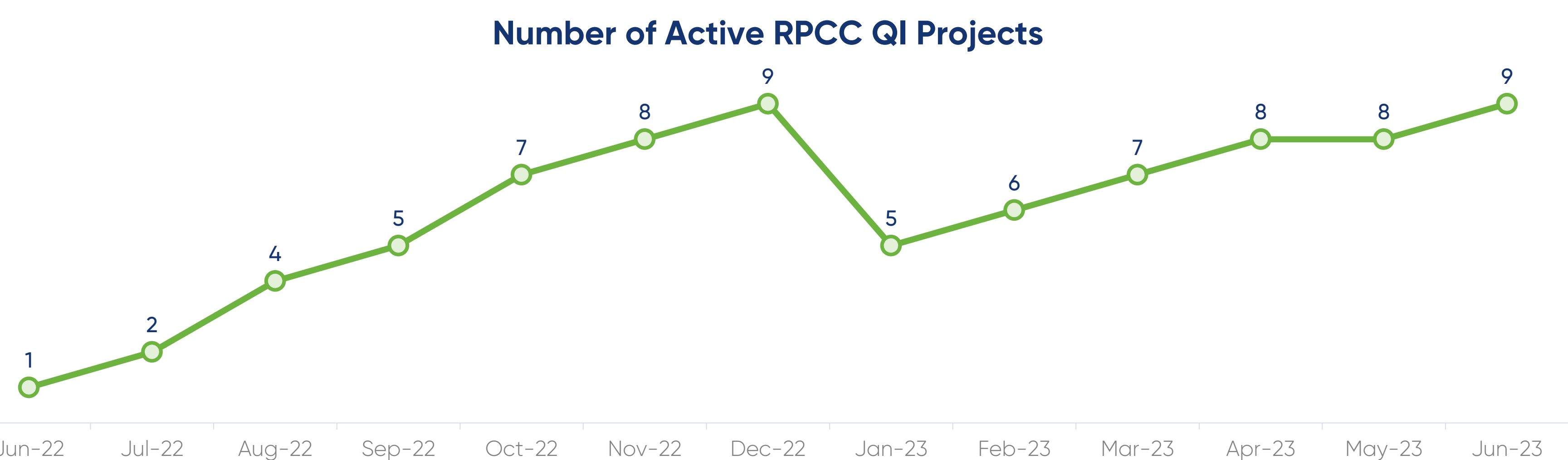


Figure 1.

As RPCCs were reactivated from June 2022 to June 2023, there was an increase in the number of active QI initiatives during this time.

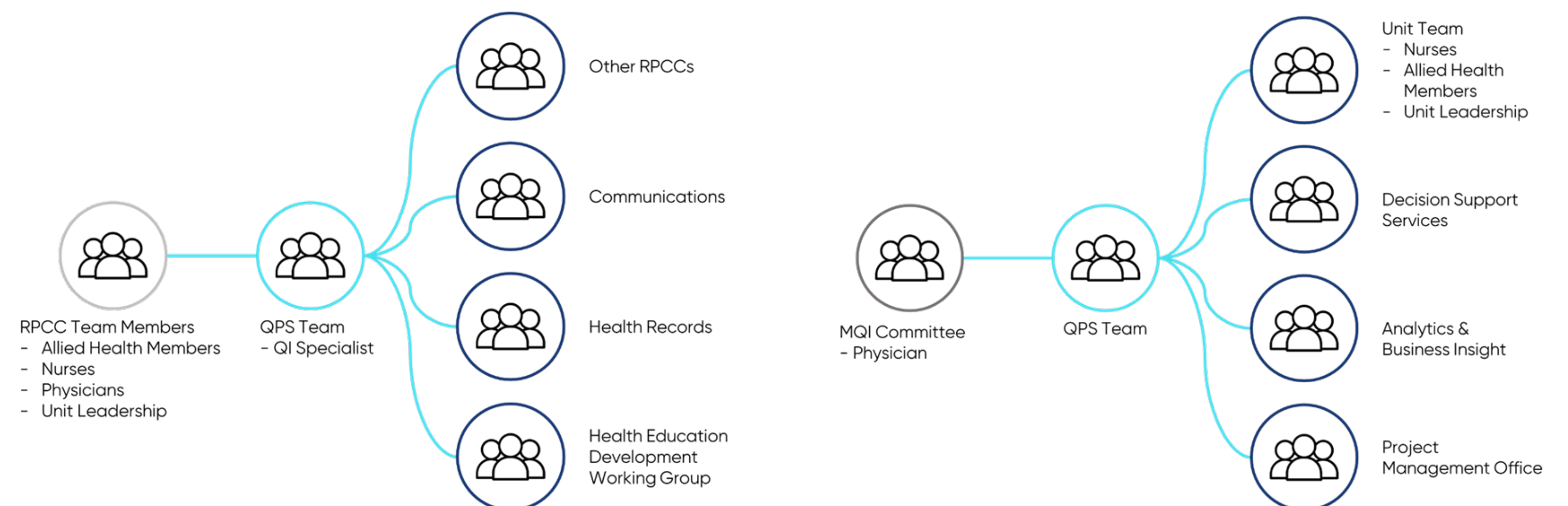


Figure 2.

By regularly participating in MQI Committee and RPCCs, the QPS team was able to facilitate connections with other teams throughout HRH.