

VCH/PHC PQI – Physicians Quality Improvement Opportunities

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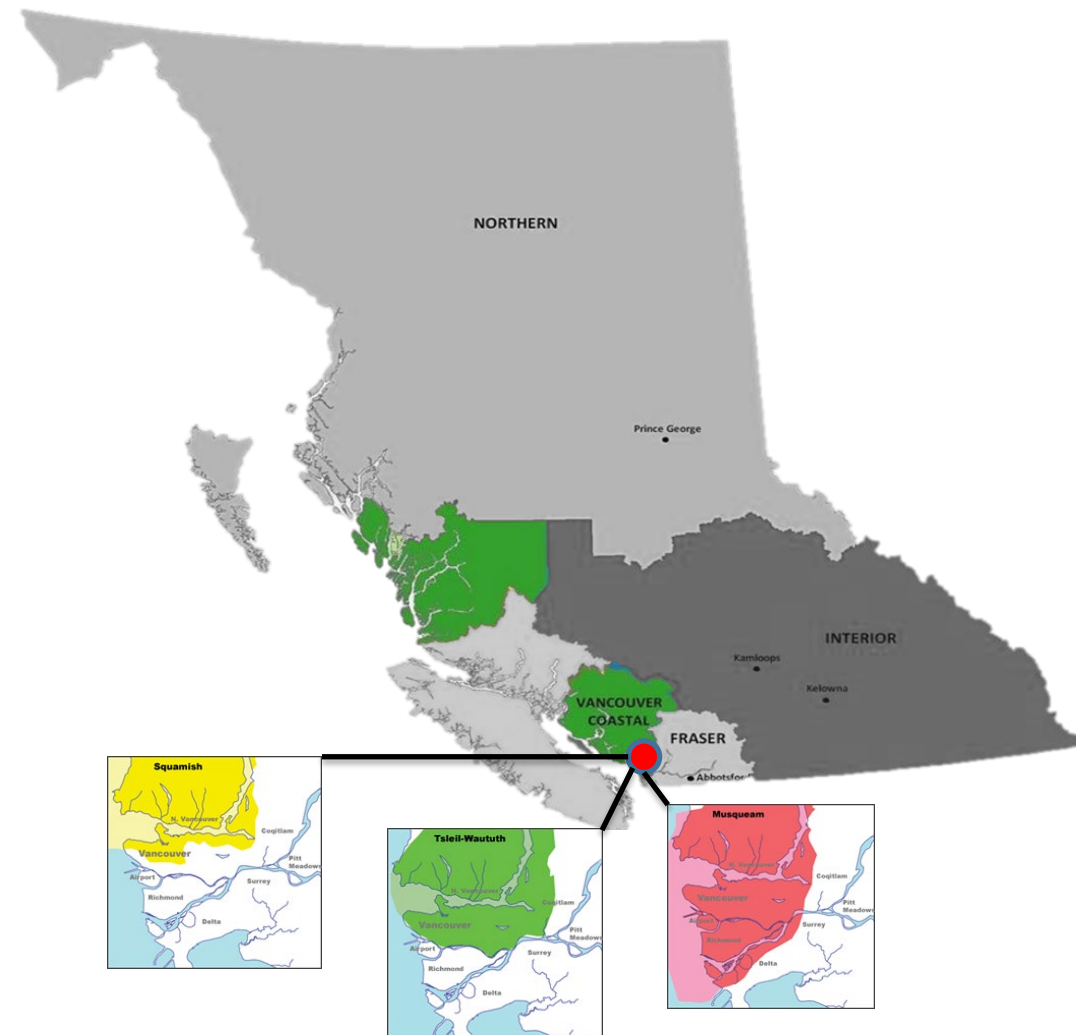


**Providence
Health Care**
How you want to be treated.

Territory Honouring

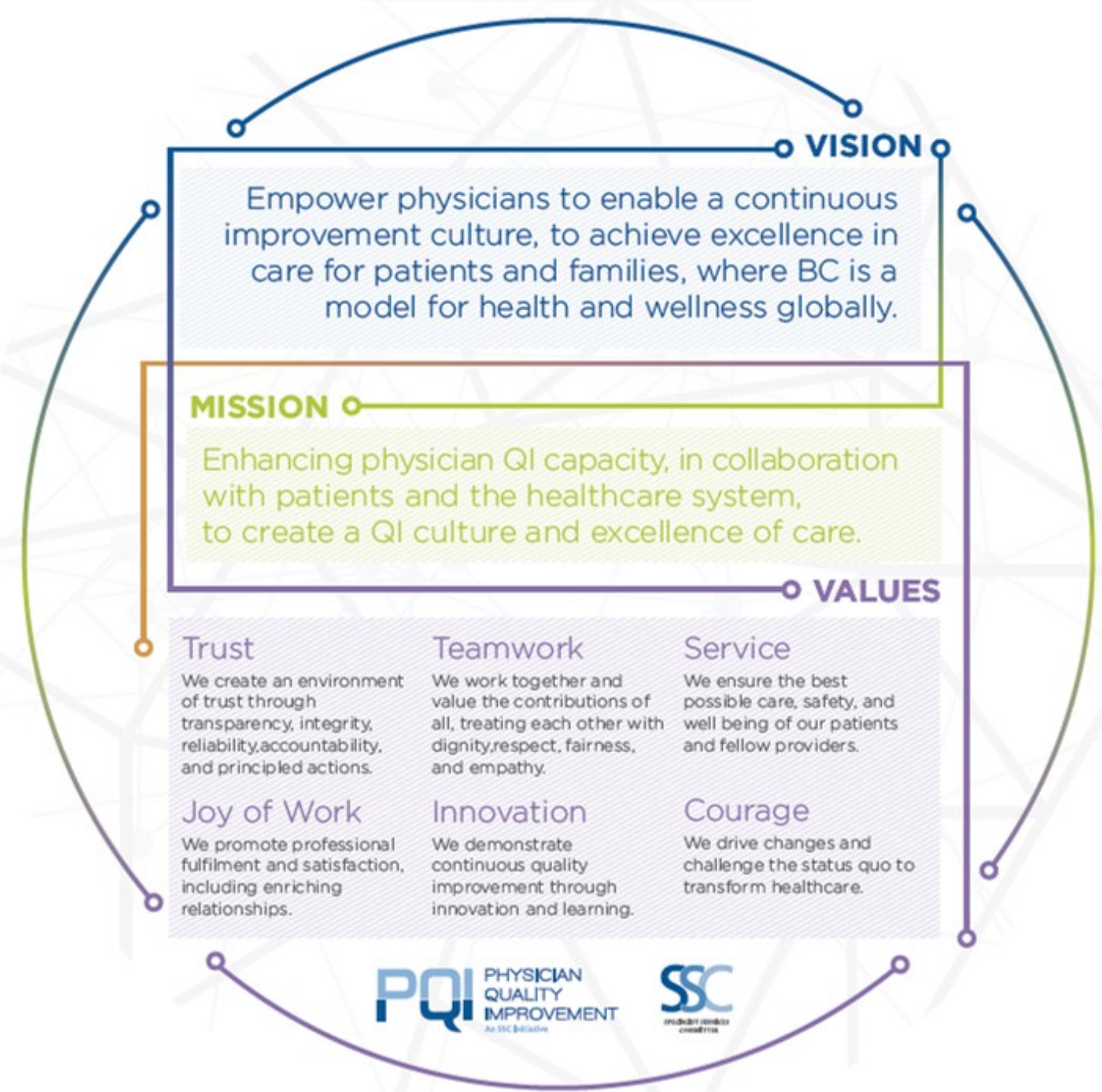
We wish to acknowledge that the land on which we gather is the traditional and unceded territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations.

Vancouver Coastal Health is committed to delivering exceptional care to 1.2 million people, including the First Nations, Métis and Inuit in our region, within the traditional territories of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.

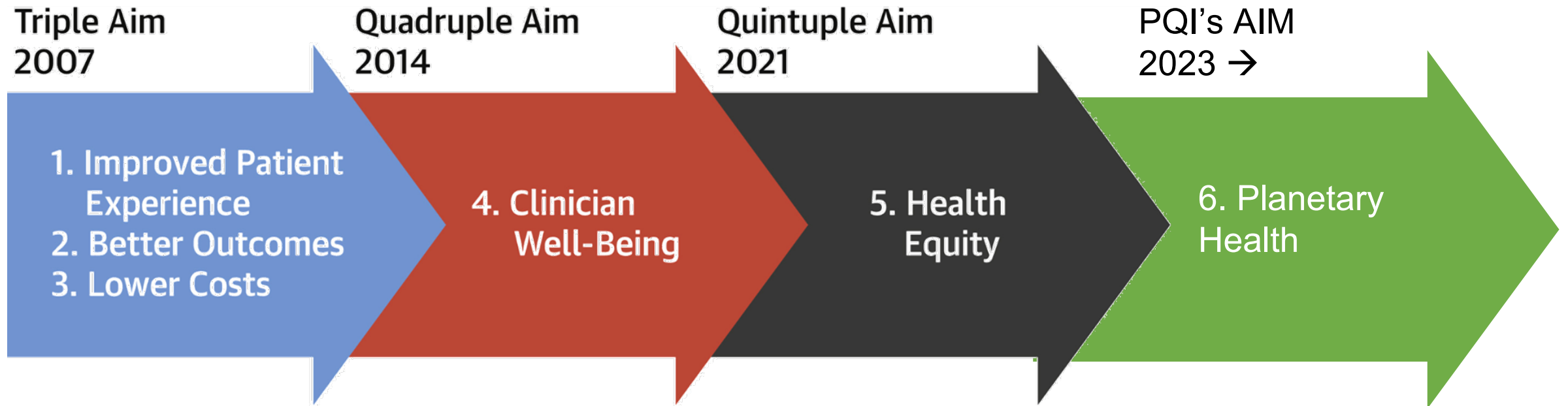


What is Physician Quality Improvement?

Physician Quality Improvement (PQI) is an SSC (Specialist Services Committee) initiative addressing gaps in quality structures relating to physician participation in QI activities and ensures those physicians have adequate dedicated technical supports (i.e. data analysts, quality improvement advisors, etc.).



These are the domains that we want to make a difference



Adapted from: <https://www.jacc.org/doi/10.1016/j.jacc.2021.10.018>



Why join?



We cannot just continue with the way we are doing things now.

*Healthcare represents a paradox. While change is everywhere, performance has flatlined: **60%** of care on average is in line with evidence- or consensus-based guidelines, **30%** is some form of waste or of low value, and **10%** is harm. The 60-30-10 challenge has persisted for three decades.*

4 | Braithwaite and Glasziou May 2020

The biggest challenge is not to make people accept new ideas....it is to make them abandon the old ones

John Maynard Keynes

Transformation is more often about unlearning than learning

Adapted from Helen Bevan, NHS IHI presentation 2022

Alumni have told us that PQI helped



**FIND A RENEWED
SENSE OF PURPOSE:
FEEL EMPOWERED TO
SOLVE THE PROBLEMS
YOU SEE**



**BREAK THE
MONOTONY: WORK
ON A PASSION
PROJECT**



**ACCELERATE
CAREER
DEVELOPMENT**



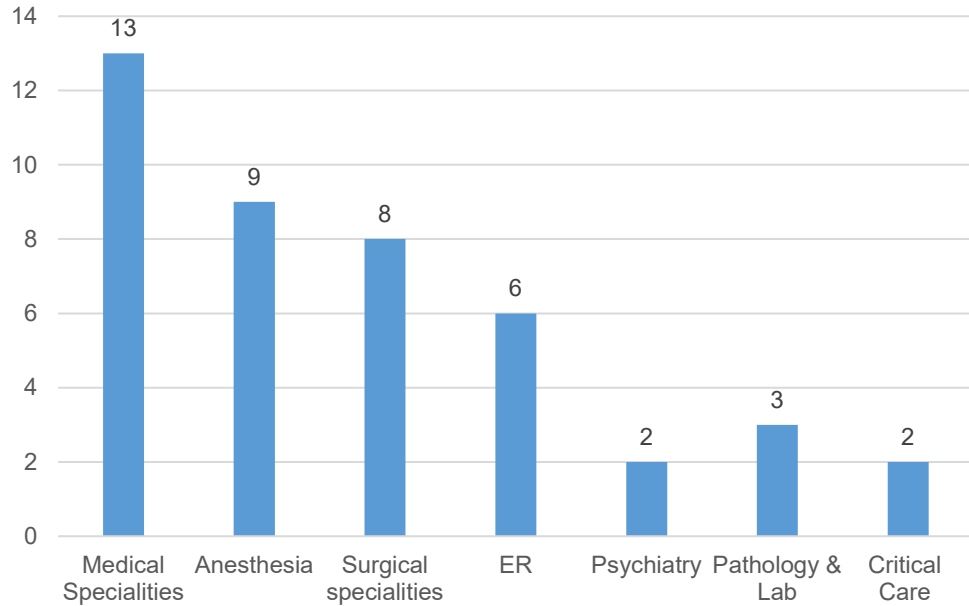
**CONNECT WITH TEAM
MEMBERS AND OTHER
LIKE-MINDED
PHYSICIANS**

Vancouver Acute N=58 physicians

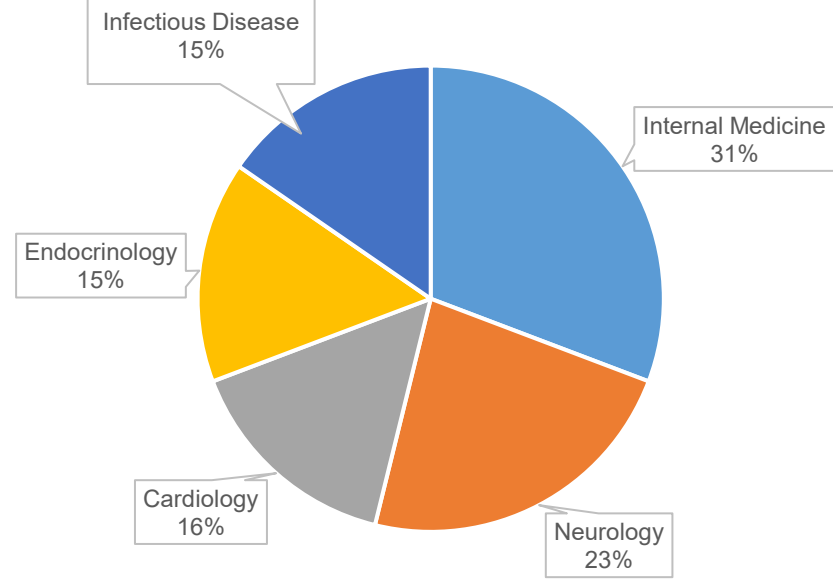
Vancouver Community N=16

Family Medicine, Palliative Care,
Geriatrics, Psychiatry, Residential Care

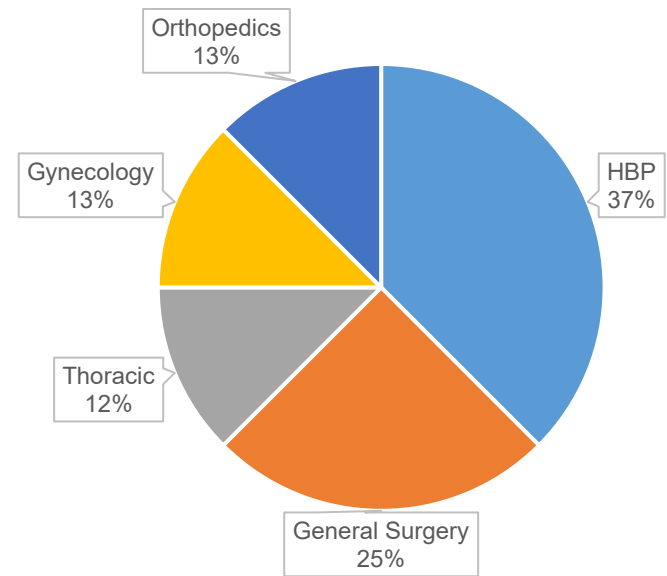
Number of Level 3 Participants (2017-2024)

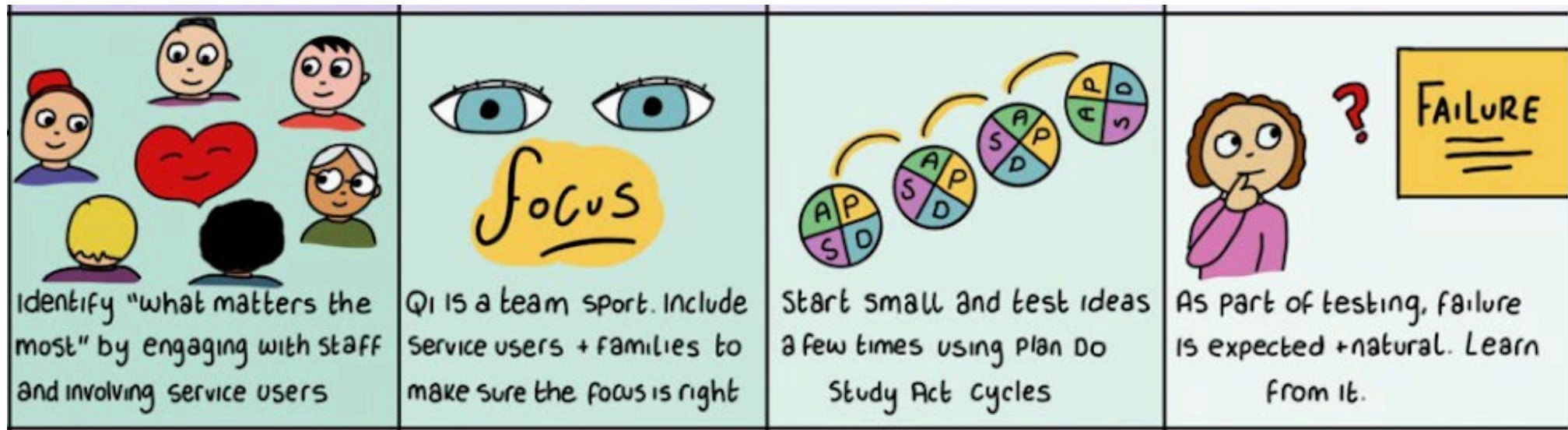


Number of Medicine participants



Number of Surgical Participants





What are we offering?

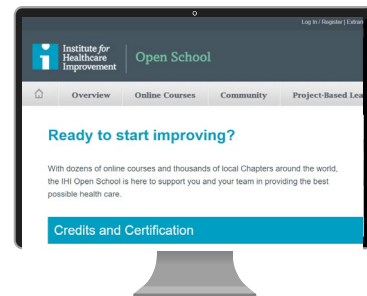
Individual QI Training

1:1 Ad-hoc, on demand,
email us anytime
Sessional funding for
coaching time

QI
Coaching

Institute for Healthcare
Improvement (IHI)
Online Open School
Learn at your own pace
5 hours sessional funding

Level 1



**Upcoming Session:
Feb 20th & 21st, 12:30 to
4:00pm (via Zoom)**

Two half-days, offered
multiple times a year
Interactive zoom-class
7 hours sessional funding

Level 2



**Call for applications will open from
Dec 9th to Jan 20th**

Ten months cohort training from Aug- May
Interactive training days and full project
support from QI team and data support,
15 hours/month of sessional funding at JCC
rate

Level 3



QI Coaching

- 1:1 ad hoc, on demand meeting for physicians to **ask any questions about quality improvement**, e.g.,
 - How to analyze data?
 - Who to engage with to move the project forward?
 - Tips for presentations
- Start with a 30 minute zoom meeting and we can take it from there!
- Physician sessional funding provided

To book an appointment email: medicalquality@vch.ca



The flyer features logos for PQI (Physician Quality Improvement Specialist Services Committee), Vancouver Coastal Health, and Providence Health Care. The title 'QI COACHING' is in a green rounded rectangle with a lightbulb icon. Below is a call to action to book an appointment. A 'How it Works' section lists four steps: 1. Determine what to talk about, 2. Schedule your coaching session, 3. Gather materials, and 4. Meet with a QI staff member. A callout box on the right describes the team's expertise. At the bottom, instructions for booking an appointment are provided, including a note about a 30-minute initial meeting and funding availability. An icon of two people at a table with speech bubbles is in the bottom right corner.

PQI PHYSICIAN QUALITY IMPROVEMENT Specialist Services Committee

Vancouver Coastal Health

Providence Health Care
How you want to be treated.

QI COACHING

BOOK AN APPOINTMENT TO SPEAK WITH OUR PHYSICIAN QUALITY IMPROVEMENT TEAM. WE CAN HELP GET YOUR PROJECT SCOPED, STARTED, OR UNSTUCK.

How it Works:

- 1** Determine what you want to talk about. It can be as broad as, "I have a quality improvement idea and I need help getting started", or as specific as, "I would like advice on which stakeholders to involve in my project".
- 2** Schedule your coaching session
- 3** Gather any materials you think might be useful for your session. Do you have a draft problem statement? Do you have any data? Does your project intersect with other work completed or in progress?
- 4** Meet with a QI staff member!

Our PQI team is made of staff and physicians trained in quality improvement. We have expertise with the Model for Improvement, Change Management, QI Communications, Data Analysis, and much more!

To make an appointment, email medicalquality@vch.ca with a subject line "QI Coaching".
Include a brief description of what help you need and your preferred dates and times for a chat.
A team member will reach out to you. We will start with a 30 min appointment and take it from there. Funding may be available for meeting time.

Level 2 Training



Providence
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How you want to be treated.



PHYSICIAN
QUALITY
IMPROVEMENT
Specialist Services Committee

Vancouver
CoastalHealth

Physician Quality Improvement

Join our Upcoming
Level 2 Intermediate Training

February 20th & 21st, 2025
12:30 PM to 4:00 PM

An interactive virtual workshop, spread over two half-day sessions, designed to equip participants with the skills needed to lead successful QI projects.

Physicians are eligible to receive 7 hours of JCC sessional funding.

Topics Covered

Introduction to QI in HealthCare
Intro to Model for Improvement
Ideas for Change
Data Measures
Understanding the System

Register Now!



https://bit.ly/PQI_L2Reg

Accredited by UBC CPD up to 6.20 Mainpro+ Credits*
CFPC Session ID: 200627-001



Level 3 Advanced Cohort Training – Apply with a QI project

- Cohort length: **Ten months from August to May annually**
- Interactive training days with lectures and group activities
- **Full project support and mentorship** from PQI coaches & faculty, program advisor, and data analysts
- Project endorsement from VCH/PHC medical and operational leaders
- Access to data, QI resources and templates
- **Sessional funding:** 15 hours per month



Applications open
Dec 9, 2024 – Jan 20, 2025
Check website for more details

What makes a good PQI Project?

An ideal quality improvement project:

- ✓ focuses on advancing system priorities, e.g., Ministry of Health; Health Authority; Department/Division, Planetary health
- ✓ has local, operational support
- ✓ is amenable to a QI approach, where changes are developed and then tested locally with PDSA cycles (the project is not simply an implementation of a single pre-conceived change idea)
- ✓ focuses on a problem that occurs frequently enough for meaningful data to be collected over a 10 month period
- ✓ does not rely on significant investment of new resources (equipment, staff, etc.)

Cancer care

Planetary Health

Addictions care

Equity, Diversity, Inclusion

Surgical Services

Indigenous Cultural Safety

Seniors Care

Anti-racism



>600

170

[website](#)

PQI projects funded at Providence

- **Dr. Wendy Davis (Hematologist):** Reduce patient time spent on transfusion care.
- **Dr. Mandeep Mann (Emergency Medicine):** Improve patient awareness and availability of resources for patients recently diagnosed with cancer at SPH's ED
- **Dr. David Cook (Family Medicine):** Offering of evidence-based treatment for patients with nicotine use disorder at Hope to Health Clinic
- **Dr. Carol Dingee (Surgery):** Increasing access to Preoperative Imaging at the Providence Breast Center
- **Dr. Keeva Lupton (Geriatric Medicine):** Improving Geriatric Inpatient Care: Reducing Catherization Duration on the St. Paul's Hospital ACE Unit
- **Dr. Taylor Drury (Internal Medicine):** Reducing Acute Pulmonary Embolism (PE) and Hospital Stays at St. Paul's Hospital
- **Dr. Shanta Chakrabarti (Cardiology):** Promoting Physician Well-being: addressing burnout in St. Paul's Hospital Cardiology department
- **Dr. Kara Jansen (General Practice/Family Medicine):** Improving Accessibility to Prenatal Education at St. Paul's Maternity Clinic
- **Dr. Evelyne Perron (General Practice/Family Medicine):** Improving Patient's Postpartum Breastfeeding Support at St. Paul's Hospital
- **Dr. Amy Bazzarelli (Surgery):** Improve operating room efficiencies with breast cancer patients
- **Dr. Bonnie Law (Family Medicine):** Project TED: Reducing readmissions by communicating effectively during transfers to/from ED
- **Dr. Fariba Mohtashami (Obstetrics & Gynecology):** Improving discharge rate at St. Paul's Hospital to/from ED
- **Dr. Kira Rich (Emergency Medicine):** Improving equity for patients with substance use disorder in the emergency department
- **Dr. RuPhen Shaw (Emergency Medicine):** Increase Hepatitis C Screening in the Emergency Department
- **Dr. Nathaniel Winata (General Practice/Family Medicine):** Improving HIV Care at John Ruedy Clinic
- **Dr. Nick Graham (General Practice/Family Medicine):** Goals of Care Documentation at MSJ Family Practice Teaching Service (Acute Medicine)
- **Dr. Elaine McKevitt (Surgery):** PreOp Multidisciplinary Review for Breast Cancer
- **Dr. Judy Wolfe (Pediatrics):** Provide dyad model of caring to SPH eligible maternity patients

And many more!

Quality Quest

Customized QI Workshop for Teams

New!

Customized QI training/facilitation for a team/group of physicians that want to learn QI together and/or learn how to work on a specific problem area.



Topics:

- **Intro to QI:** includes Intro to Model for Improvement, writing a problem statement, aim statement, and project scoping.
- **Or topic specific:** if your team already has identified an issue together, we can help facilitate process mapping, root-cause analysis, and brainstorming of change ideas.

We can tailor the workshop to the team needs.

Who:

- PQI physicians coach/faculty
- PQI program advisors



Group Size:

4 - 15 people

(including physicians, residents, fellows, nursing staff, allied health, clerks, etc)*.



Duration:

It depends on the goals of the team. A typical session can range from 1-4 hours.



Location:

In person at their site or online



Funding:

* Full-staff physicians are eligible for JCC sessional funding (i.e., residents and fellows are not eligible). Also eligible for **CME credits**.



Thanks!

Questions?



Website: <https://medicalstaff.vch.ca/working-for-change/vch-phc-plqi/>
Email: medicalquality@vch.ca

“The joy in moving to quality improvement is that it opens doors to see and enjoy the benefit of our work in the immediate future, whereas with most traditional research only an exceptional few are lucky enough to see the benefits of their work in their lifetime.”

- Dr. Jane Lea, Otolaryngology
Cohort 2 Physician, Physician Coach



Helpful Links

- PQI Website
 - Level 1: <https://medicalstaff.vch.ca/working-for-change/vch-phc-plqi/access-to-institute-for-healthcare-improvement-ih-open-school-courses>
 - Level 2: <https://medicalstaff.vch.ca/working-for-change/vch-phc-plqi/intermediate-qi-training>
 - Level 3: <https://medicalstaff.vch.ca/working-for-change/vch-phc-plqi/advanced-qi-training-and-project-support>
- SSC The Exchange: <https://ssc.bc.ca/projects-directory>
- MacNeill AJ, McGain F, Sherman JD. Planetary health care: a framework for sustainable health systems. Lancet Planet Health. 2021 Feb;5(2):e66-e68. doi: 10.1016/S2542-5196(21)00005-X. Erratum in: Lancet Planet Health. 2022 Jan;6(1):e7. PMID: 33581064. Lancet <https://pubmed.ncbi.nlm.nih.gov/33581064/>
- BC Health Quality Matrix: <https://healthqualitybc.ca/resources/bc-health-quality-matrix/>