

U.S. Commonwealth Fellowship Journey



Patricia O'Connor, Director of Nursing & Chief Nursing Officer
McGill University Health Centre

CF Harkness Fellowship in Health Policy & Practice

- Mid-career professionals committed to improving health policy and practice through research, policy analysis, health services, or clinical leadership
- Over 12 months, Fellows work with leading U.S. experts to study a critical issue on the health policy agenda
- 2008-09: 16 Fellows chosen from 6 nations (Canada, UK, Australia, New Zealand, Germany, Netherlands).
- First Canadian nurse accepted as a Fellow.

Series of Workshops in U.S:

- International Symposium on Health Care Policy
- Washington Policy Briefing; Canadian Policy Briefing
- Institute for Healthcare Improvement (IHI)
- Leadership Seminar series, U.S. & Canadian Mentor

Innovations in Interdisciplinary Work Designs

Goal:

Examine organizations who'd been highly successful & innovative with work re-design: (how interprofessional teams work together)

- critical elements and strategic processes
- adoption and sustainability
- impact on outcomes.
- how do organizations *make it happen?*

Case 1: Primary Care Transformation - Southcentral Foundation

Case 2: Patient Flow & ER Redesign - at Calgary Health Region

Case 3: In-patient Care Redesign at ThedaCare (WI)

- One of the 13 original test sites to develop “Transforming Care at the Bedside” Program

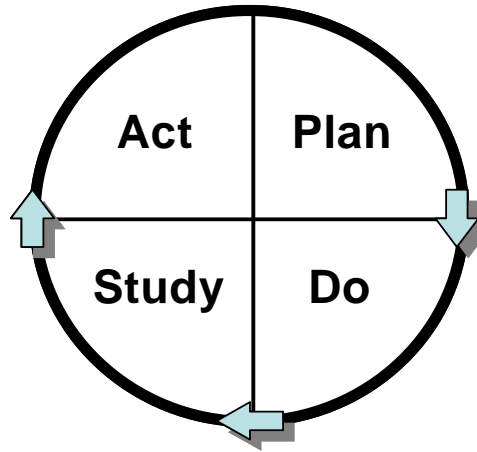
From Inspiration to Action

Transforming Care at the Bedside: 5 Pillars

- RWJ Foundation & IHI
- Began stakeholder analysis within MUHC early 2010
- Alignment with other corporate initiatives
- CHSRF Patient Engagement grant 2010-2012
 - (TCAB on 5 Units, 3 sites)
- IHI Partnership & stole shamelessly from RTC program



Pt.Engagement Strategies & Evaluation



Mixed Methods

- Patient Experience of care
- RN Time in direct care
- Pt rep engagement
- Teamwork, recognition
- Turnover, OT, absenteeism
- Quality & safety



Reducing Non-Value Time: Equipment Relocation

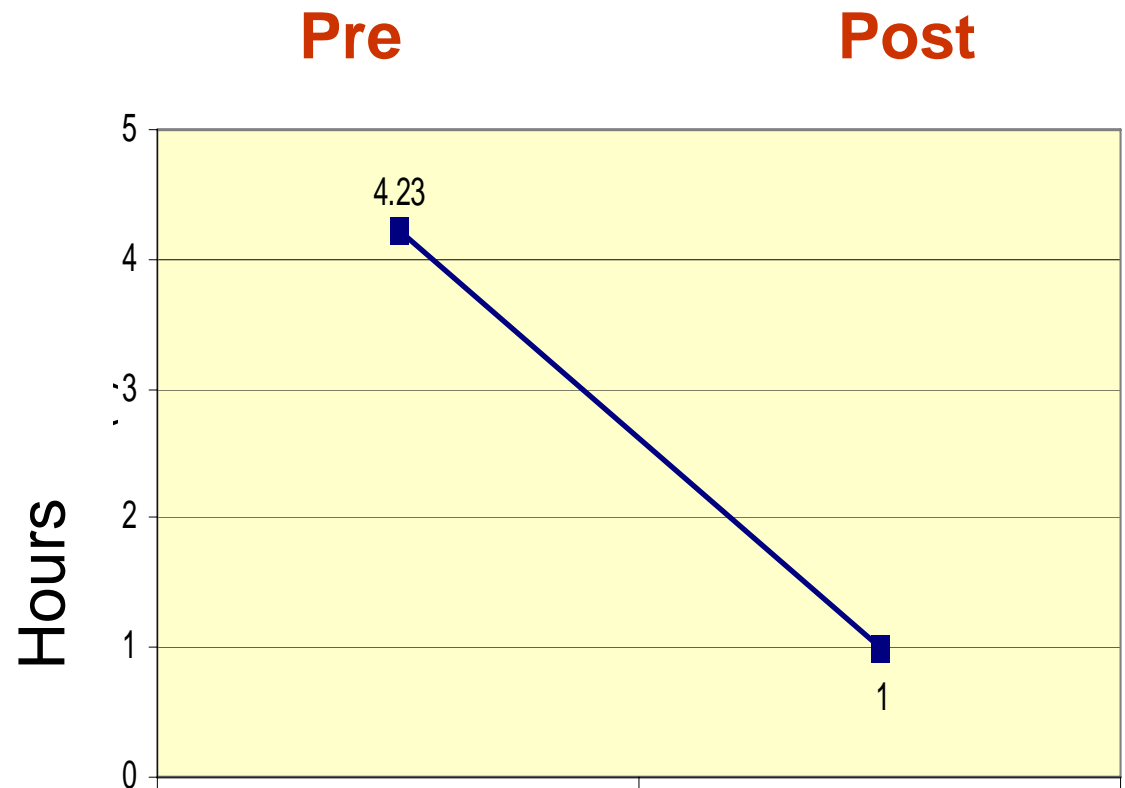


**Time saved in a yr =
1,100 hours or 0.7 FTE**

**No more tests or
treatments cancelled
because wheelchair
could not be located**



New Team Admission in Mental Health: ↑ Clinical Efficiency



Time Saved: 300 adm/yr x 3.23 hrs = 969 hrs/yr = 0.7 FTE

Whiteboards: 2-way Communication

Date April 4 / 2012

Chambre Room # 425

Téléphone Telephone # 514-398-6644
EXT:09332

Infirmière (er) Nurse Lily / Annik

Préposé Patient Attendant ARMANDO

Médecin Physician DILEEP

Physiothérapeute Physiotherapist D. Sirhan

Ergothérapeute Occupational Therapist Olivier

Diététicien (ne) Dietician

Travailleur (se) Social Social Worker

Plan de la Journée Plan for Today MNH

DOULEUR / PAIN

Tests

Congé/Discharge (Date+Plan)

Questions du patient + famille Patient + Family Questions

Espace Personnel / Personal Space

Thank-you for everyone's support
Nicholas
Jean-mark
Andrieu
Stephane

Chair in afternoon

Please Put Channel 13
CORANATION ST
Monday to - Friday
6:30 - 7:30 thanks

PLEASE PUT SPLINTS
NOT TOO TIGHT
THANK YOU!

* (L) side head
humid. skin
breakdown F/U.
HAPPY!
EASTER!!
Love you
GAILox
SPEECH = Valentine.

Date February 20th 2012

Chambre Room # 7²

Téléphone Telephone # 33654

Infirmière (er) Nurse Elena

Préposé Patient Attendant Rica

Médecin Physician Gilbert

Physiothérapeute Physiotherapist

Travailleur (se) Social Social Worker

Ergothérapeute Occupational Therapist

Diététicien (ne) Dietician

Plan de la Journée Plan for Today

Tests

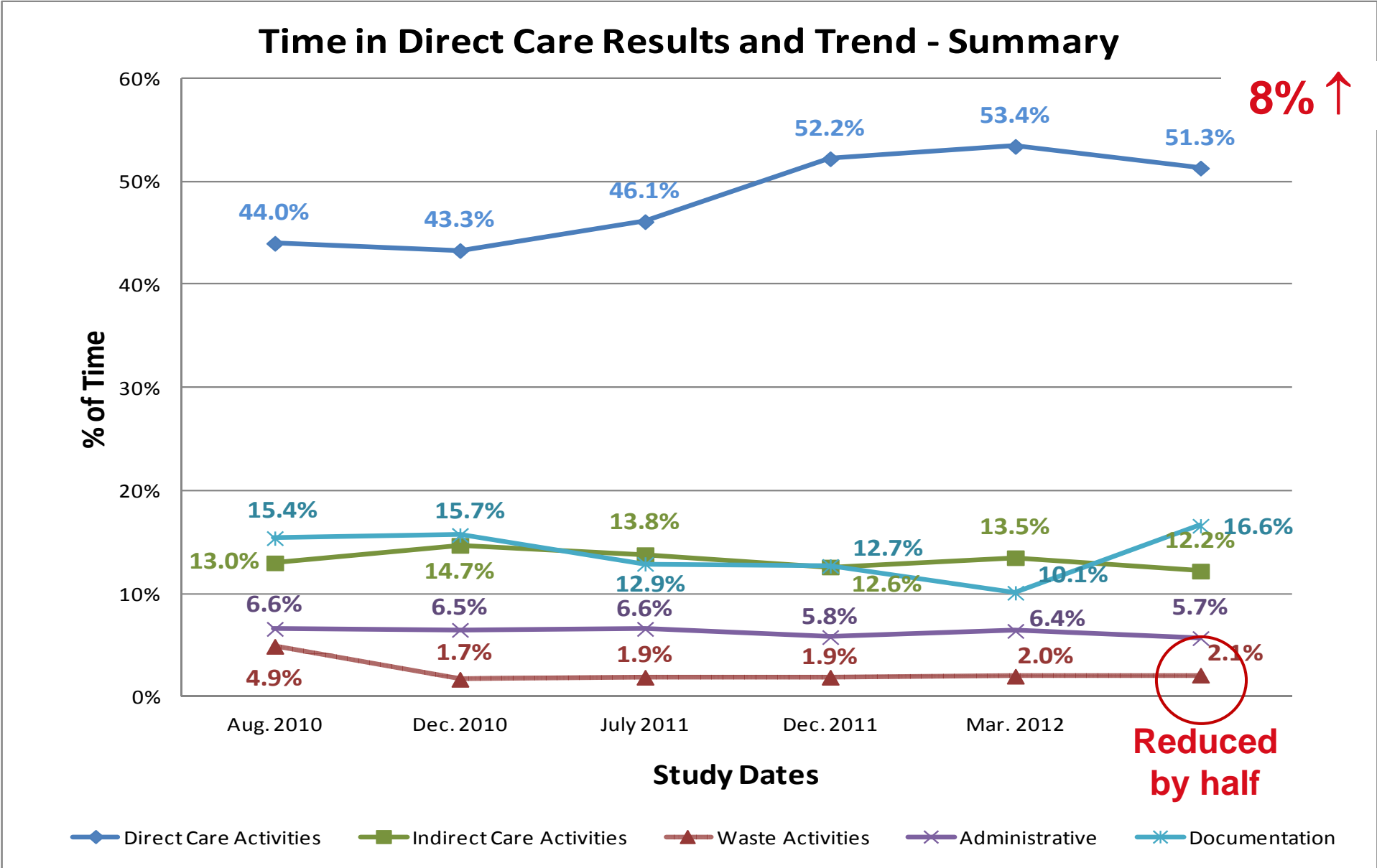
Questions du patient + famille Patient + Family Questions

Espace Personnel / Personal Space

Residual = 0

* Why this Part was removed

Results: Direct Time in Care (using PDAs)



Other Co-design Outcomes

- Quiet Zone led to a 50% reduction in interruptions and 60% reduction in medication transcription errors
- Redesigned chemo tx room ↓time to start chemo by 57%
- ↓ Voluntary Turnover & Overtime
- Overtime rate
- Gov't support for spread
- Relationships with union
- Redesign with patients leads to better



Lessons Learned

- Importance of looking outside your own walls
- Innovation is not easy & requires persistence, courage & tremendous alignment efforts
- We have much to learn from seeing care *through the eyes of patients*