

MMS Webinar Series: Using Measurement and Monitoring of Safety to respond to COVID-19

Thursday, November 26, 2020 at 12pm ET

Measurement and Monitoring of Safety in Canada Webinar Series

Patient Safety **RightNow**



Measurement and Monitoring of Safety

A Conceptual Way of Thinking About Safety

Agenda

Topic	Speaker	Time
Welcome and Introductions	Christopher Thrall	5 min
Interior Health Experience	Shari McKeown, Nancy Humber, Naomi Jensen	30 min
Feedback and Questions	Wayne Miller	10 min
Open Discussion	Christopher Thrall	15 min

Speakers

- **Shari McKeown**
 - Interior Health Director of Patient Safety
- **Naomi Jensen**
 - Manager of Quality Improvement and Patient Safety-IH West
 - Client Experience-IH, Interior Health Quality & Patient Safety
- **Dr. Nancy Humber**
 - Chief of Staff, Lillooet Hospital
 - Physician Lead, Rural Surgical Obstetric Network Provincial Initiative



How Interior Health is Using the MMSF

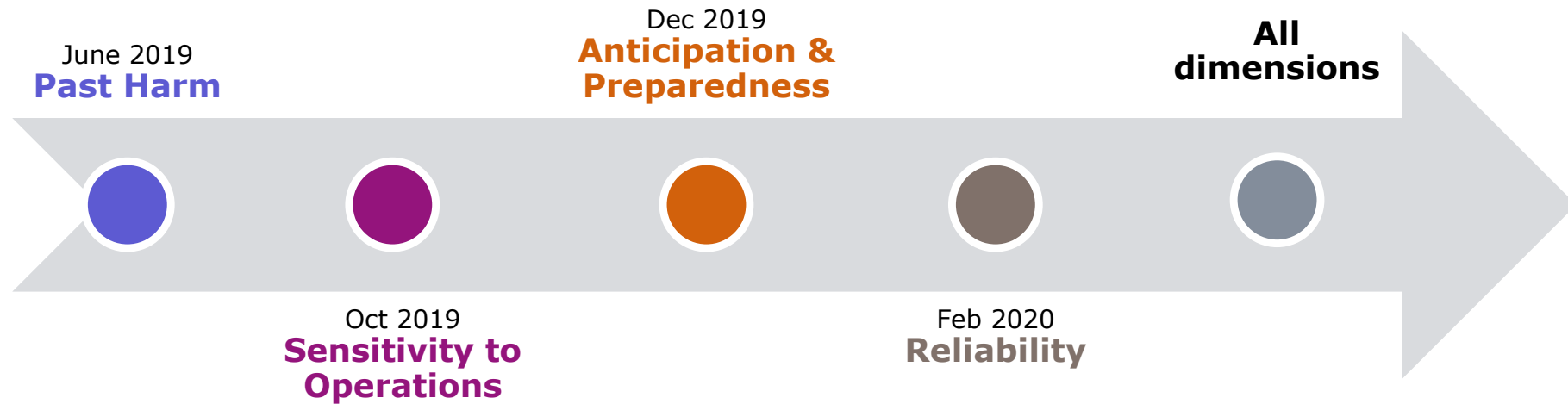
Shari McKeown Director, Patient Safety
Naomi Jensen Manger Quality Improvement & Patient Safety IH West
Dr. Nancy Humber Provincial Physician Lead for the Rural Surgical Obstetrical Network & Chief of Staff for the Lillooet Hospital

Objectives

Understanding how Interior Health is using the Measuring & Monitoring Safety before and after the COVID-19 outbreak and how it influenced their planning for the second wave

1. Framing Safety at the IH Board level
2. Responding to the pandemic in our rural care areas
3. After Action Review with First Nation partners

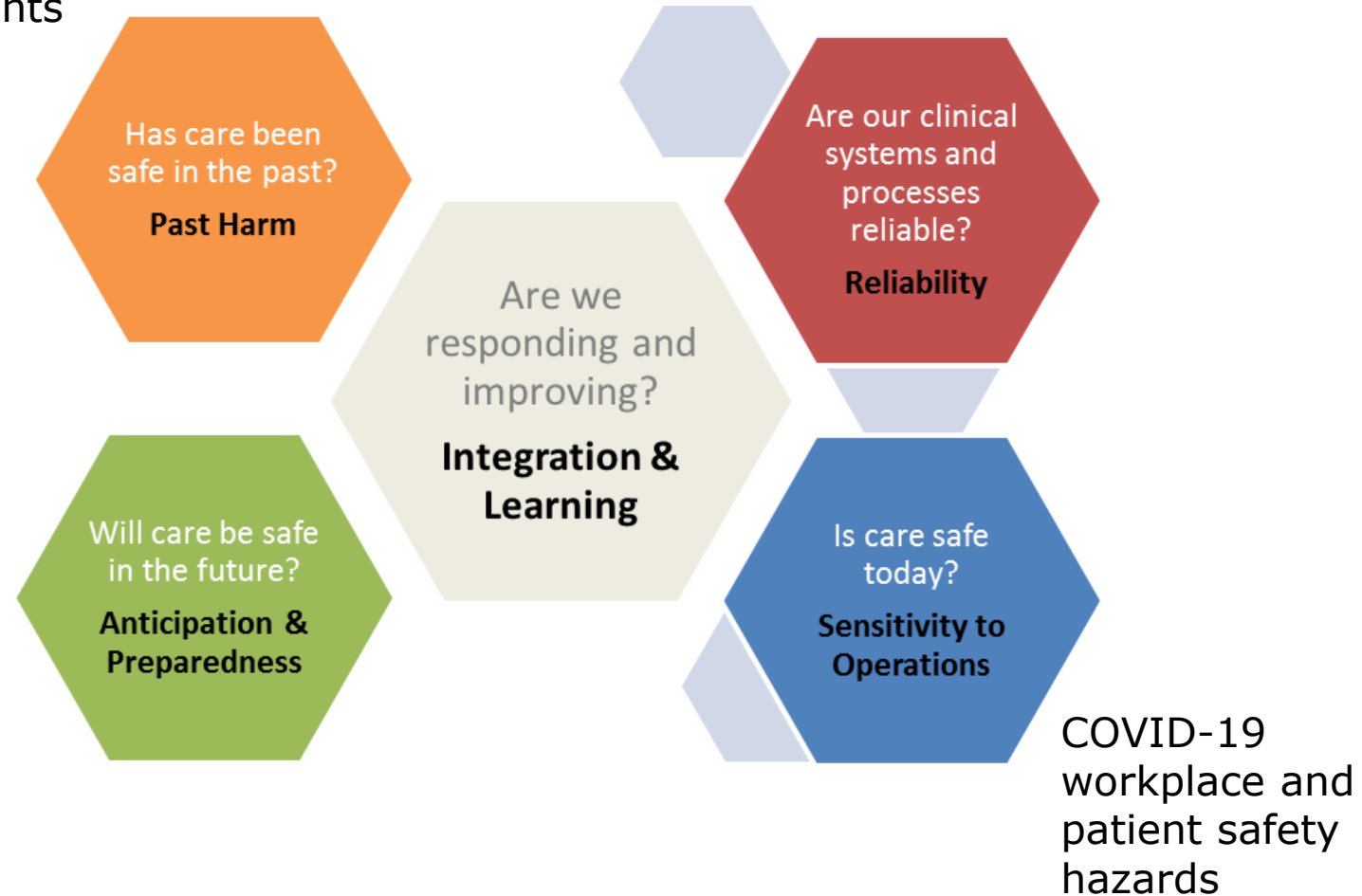
MMSF at the Interior Health Board



COVID-19
adverse events
and patient
complaints



COVID-19
adverse events
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COVID-19
adverse events
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COVID-19
vaccination
rates?

COVID-19
workplace and
patient safety
hazards

Feedback from our Board members

- Reflection
- Dialogue
- Common language
- Holistic overview



Rural Surgical Obstetric Network

Dr. Nancy Humber
Provincial Physician Lead for the Rural Surgical Obstetrical Network &
Chief of Staff for the Lillooet Hospital

NETWORK MODEL OF CARE- 9 Small Surgical sites, 4 Interior Health, 3 Northern Health, 1 Island Health

- A network of colleagues linked through personal and professional relationships, training pathways, and referral patterns
- Based upon coaching with regional sites (nurses and physicians), IT linkages, and..... Quality



Referral
Hospital

The diagram consists of two circles connected by a thin blue line. On the left is a larger blue circle containing the text 'Referral Hospital'. On the right is a smaller orange circle containing the text 'Rural'. The background of the slide is a faded image of a surgical team performing an operation on a patient.

Rural

QUALITY IN LOW VOLUME SITES



Has patient care been safe in the past?

Will care be safe in the future?

As a high quality healthcare team how are we responding and improving?
How do we track this?

Are our clinical systems, processes reliable?

Is care safe today?

Measuring & Monitoring of Safety

Past Harm

COVID – Indigenous populations

**Has patient care
been safe in the
past?**

Measuring & Monitoring of Safety

Past Harm

COVID – Indigenous populations

**Has patient care
been safe in the
past?**

HARM - PRE-COVID: Surgical outcomes, PSLs/Case reviews

Measuring & Monitoring of Safety



Anticipation & Preparedness

- COVID – Remote coaching RTVS and Local SIMS
Sx, Mat, ER, OR

Measuring & Monitoring of Safety

**Will care be safe in
the future?**

Anticipation & Preparedness

- COVID – Remote coaching RTVS and Local SIMS
Sx, Mat, ER, OR
- PREPAREDNESS PRE COVID - Coaching, - Mat,
ER, OR, Sx.

Measuring & Monitoring of Safety

**Are our clinical
systems, processes
reliable?**

Reliability

- COVID – Endoscopy huddle, COVID RED triage, SX checklist , virtual perioperative clinics , process flow maps mat & OR

Measuring & Monitoring of Safety

**Are our clinical
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Reliability

- COVID – Endoscopy huddle, COVID RED triage, SX checklist , virtual perioperative clinics , process flow maps mat & OR
- RELIABILITY PRE COVID - Surgical Safety Checklist, Perioperative clinics

Measuring & Monitoring of Safety



Sensitivity to Operations

- COVID – Monitoring waitlists, triage waitlist

Linking mat/Or activity in COVID processes

Measuring & Monitoring of Safety



Sensitivity to Operations

- COVID – Monitoring waitlists, triage waitlist

Linking mat/Or activity in COVID processes

- SENSITIVITY PRE COVID – Monthly Or meetings, networked teams, embedded team debrief

Measuring & Monitoring of Safety

As a high quality healthcare team how are we responding and improving? How do we track this?

Highly Effective Team
Integrating, Responding,
Learning

- COVID- Networked teams, regional connections, linking local maternity and surgical teams, communities of practice, virtual enhancement

Measuring & Monitoring of Safety

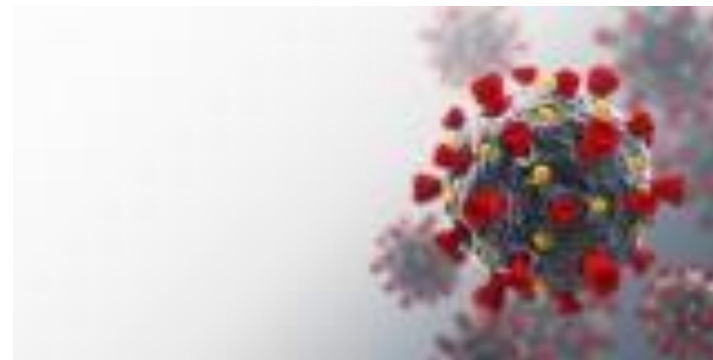
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Highly Effective Team
Integrating, Responding,
Learning

- COVID- Networked teams, regional connections, linking local maternity and surgical teams, communities of practice, virtual enhancement
- PRE COVID - Team culture- highly effective communication, non hierarchal teamwork, basic pieces of team function

Learning from First Nation Partners COVID-19

- Local First Nation partners expressed interest in sharing their story around the pandemic response to date
- Goal was to learn what is working well and opportunities for improvement



Process



Next Steps

- Developed an Action Plan
- Active follow up and engagement



How to Pull it all Together?

- With all the information I had gathered I needed a way to pull it all together

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How to Pull it all Together?

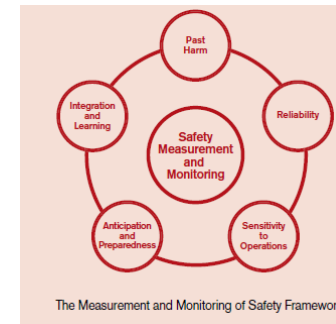
- With all the information I had gathered I needed a way to pull it all together



Past Harm

Has care been safe in the past?

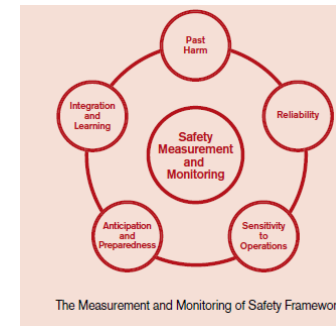
- historical trauma barrier for many Aboriginal Peoples seeking care outside of their home community
- A need to have clarity of roles and responsibility between local Nation, IH, First Nation Health Authority, and the various external partners working to respond to the pandemic.



Reliability

Are our clinical systems and processes reliable?

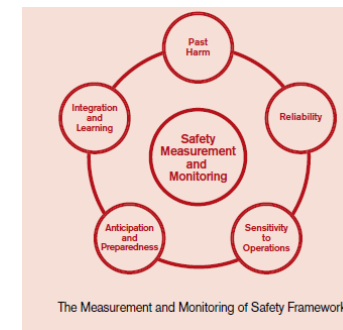
- Opportunities for improved communication
- Testing and Assessment is working well
- Local Operational Leadership valued for all their work around developing new processes
- Contact Tracing comes with some opportunities within Aboriginal communities
- Concepts of self isolation are not reliable within many Aboriginal communities



Sensitivity to Operations

Is care safe today?

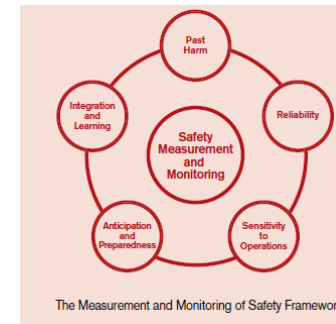
- Yes the partners currently feel supported
- Current processes are working for the team
- First Nation partners on all of the working groups proactively working on COVID-19



Anticipation and Preparedness

Will care be safe in the future?

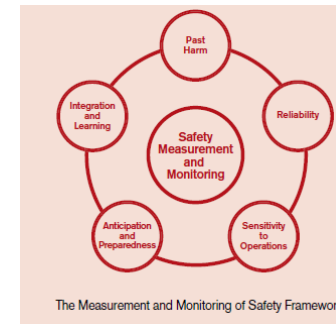
- As the pandemic continues to unfold it brings the unknown
- The teams are rapidly building new processes and support systems
- Hosting table top exercises to test processes that we have not used before
- Lots of questions for the team and community here



Integration and Learning

Are we responding and improving?

- Absolutely!
- The teams are all actively working on COVID-19 systems of care
- Seeking input and ideas from our community partners
- Actively testing and trying new processes



Learnings

- MMSF provided a holistic way of looking at what was happening for our partners
- It helped link concepts together in a meaningful way
- Would I use it again?
 - Absolutely!

Feedback and Questions

Wayne Miller

Christopher Thrall

From the Board to the Ward



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