



# Qualitycom ((NORTH))

December 2024

*“The fault, dear Brutus, is not in our stars, but in ourselves.”*

- William Shakespeare, Julius Caesar

## Connect

The power of pizza and what matters to you? Improving recruitment and retention in Smithers' Maternity Unit. A [Qualitycast North](#) interview with Dr. Kate Niethammer.

Who's who in Northern Quality Improvement - [meet Lee Cameron](#).

Heard of the “Mystery Shopper”? Here's how a “[Mystery Visitor](#)” program is improving the patient experience in Saudi Arabia.

## Learn

Minute QI - [Choosing good project metrics](#) - The Family of Measures.

Book Review - [Supercommunicator](#) by Frank J. Pietrucha.

[Does this poster trigger you?](#) by Dr. Shyr Chui.

## Collaborate

Reducing patient wait times by increasing physician accountability – [an interview with Dr. Hugh Scully](#)

PQI Alumni are invited to join a virtual evening workshop focused on [Working with Patient Partners](#) on Jan 23/25 from 5:30 to 6:30pm.

Northern Health [PQI Alumni](#) Assembled in Vancouver, BC on Nov 29/24!

**Bonus:** Mr. PG fends off 76 rivals to win [The Great Canadian Landmark](#) contest!

**Do you have a question about Quality Improvement? Facing a challenge in your QI project and need advice? We're planning a special Qualitycast North Q&A podcast episode next season so e-mail us your questions at [qualitycomms@northernhealth.ca](mailto:qualitycomms@northernhealth.ca).**

Qualitycom North is produced and edited by Dr. Shyr Chui and Levi Giles, members of the Northern Health Physician Quality Improvement (PQI) Team and supported by the Provincial PQI initiative. This newsletter is produced on the unceded territory of the Lheidli T'enneh First Nation.