

Alignment with **NH Executive Plans**

NUMBER OF PQI PROJECTS ADDRESSING A CRITICAL SUCCESS FACTOR

INTEGRATED HEALTH SERVICES PLAN

Critical Success Factors:

- Service flows and pathways for priority populations
- Effective EMR training, guidelines, support and promotion
- Care plans for people with complex needs
- Improved transition bet. primary, acute, and specialist services
- Alignment of interprofessional teams, specialists and specialized services with population health and First **Nations**

FLOW: CARE IN THE **RIGHT PLACE**

Critical Success Factors:

- Care in the Right Place
- Improved access to Diagnostics
- "Rehabilitative Care" Philosophy in all clinical care settings
- Improved Care of the Frail Elderly



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POPULATION HEALTH PLAN

Critical Success Factors:

- Capacity for high quality protection, prevention and promotion services across NH
- · Cultural safety and health environments
- Collaborate to strengthen the continuum of care



Critical Success Factors:

 Physician leadership and engagement in quality improvement

REQUIRED ORGANIZATIONAL

PRACTICES

- provided to all clients
- Develop and implement strategies to improve outcomes in key specialty areas



SURGICAL SERVICE PLAN

Critical Success Factors:

- Standardize regional surgical services and process
- Collaborate on provincial surgical solutions
- Engage pre-surgical/ surgical patients in upstream, health promotion activities
- · Apply wait list management leading practices to achieve 26 week maximum wait time standard
- Maximize surgical capacity to meet demand

WORK FORCE SAFETY & SUSTAINABILITY

Critical Success Factors:

 Support NH's new onboarding program



Critical Success Factors:

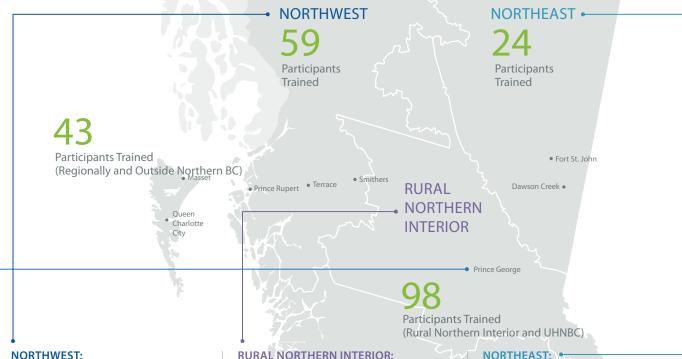
• Safe and effective care is





SELECT QI PROJECTS

and Participants Trained in QI



- COPD Group Medical Visit Pilot
- Working Together Towards Morning Lab Blood Work Goals
- North Coast Post-Partum Materna[^] Health Clinic & Cardiovascular Risk Screening
- Palliative Care Needs Assessment: QI Support
- Institute for Health Improvement Training & Physician Culture of QI
- Routine Offer of HIV Testing
- Indigenous Cultural Safety & Physician QI (MSA Project)

- **Endoscopy Program Service Pathways** Improvement
- **Emergency Transfers Process Improvement**
- Reduced Readmissions of Frail Elderly Patients to Acute Care
- Implementation of Inpatient Whiteboards
- Peer Mentor Network to Support Rural
- First Nations Outreach Clinic implementation
- Enhanced Local Mental Health and Substance Use Support
- Improving Transitions in Care for High **Risk Pregnancies**
- Implementing 'Senior Friendly Hospital' strategies

- Increasing HIV/HCV testing in the Emergency Room for patients with No Family Physician
- Workflow and Process Improvement in the Hudson's Hope Emergency Room
- Physician Orientation to Northern **Health Facilities**
- Surgical Services Review
- MRI Knee Appropriateness project for Fort St. John MRI suite
- Improving Access to MIBI/Stress **Testing**
- Regionalized closed ICU (Fort St. John)

UNIVERSITY HOSPITAL OF NORTHERN BC:

- · Avoidable Admissions in the ER
- Shoulder Care Clinic: Improving Access
- ER Lab Work Response Time
- Surgical Optimization
- Diabetes Clinic Efficiency
- **Gynecological Start Time**
- Reducing the Risk: Crucial Conversation Regarding Patient Placement in the Hospital
- Knowledge is Power: Strengthening COPD Patients with Support and Education
- **Enhanced Recovery After Surgery** (ERAS)
- Introduction to QI workshops

For more information about PQI projects in your region, please contact your PQI Coach:

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