

## North East LHIN Communiqué to NE LHIN Hospitals and QBP Partners on Clinical Services Review (CSR) Implementation

January 2015

This is the first of what will be quarterly updates to keep clinicians informed on progress being made to implement the CSR. The region's 25 hospitals, NE CCAC and NE LHIN worked with the HAY Group to develop a feasible plan to achieve best practice models of care for the delivery of quality based procedures (QBP) across Northeastern Ontario.

This approach is unique in the province. The plan focused on the following QBPs: **Stroke; Congestive Heart Failure (CHF); Chronic Obstructive Pulmonary Disease (COPD); Total Joint Replacement (TJR); Hip Fracture; Cataract; Vascular Surgery; Endoscopy; and Chemotherapy.**

**Dr. David Boyle**, from Health Sciences North (HSN), and **Nancy Jacko**, formerly with North Bay Regional Health Centre (NBRHC), are leading the implementation of QBPs across our region. Throughout the process, they've met with many care providers: EMS, ER physicians, medical and administrative leadership.

Hospitals decided to start the implementation of a few QBPs, learn from the process and continue with implementing the remaining QBPs. We are starting with COPD, hip fracture and vision care (cataracts). Work groups have been established in each area and include physicians and front-line staff.

### Successes to date

- **Patient Order Sets:** One common patient order set for all Northeastern Ontario hospitals for COPD and Hip Fractures - this will ensure consistency across the hospital and improve patient quality of care.
- **Common scorecard:** The data working group (which has representation from the four large hospitals) is developing common indicators for COPD and hip fractures to measure progress.
- **COPD Working Group:** All four large hospitals have established working groups and will be communicating with smaller hospitals in their areas. All areas are revising current patient order sets to reflect best practices in the clinical handbooks. In the next six months, all hospitals should have a COPD clinic established.
- **HIP Fracture Working Group:** Hospitals are making good progress on implementation and are working on care plans/order sets/mobility plans/delirium prevention and timely access to the operating room. All hospitals have completed the analysis of their current pathways compared to the clinical handbook.

- **Vision Plan (Cataracts):** The vision group which has ophthalmologists from each hub area has developed a work plan based on the vision plan for the NE LHIN and are meeting regularly to implement this work plan.
- **System Successes:** The hospitals are sharing their successes with implementing the clinical handbooks. Frameworks are being shared. All of the hospitals are engaging with the smaller hospitals in their area.
- **OTN:** A summary of available OTN resources in each Hub area has been completed.
- **Rehab:** A summary of each hospital's rehab capacity has been completed. A toolkit will be available in February which will assist hospitals in determining current and future needs for rehab.

*"To ensure QBPs successfully contribute to improved patient care in our surgical programs, we in hospital leadership roles must influence change with the culture and mentality at all patient care levels so that we react and treat hip fractures the same way that we approach open fractures. Our focus on this responsive, quality regime across the system means quality care for our patients."*

-Dr. Jordi Cisa, Hip Fracture Physician Lead for Sudbury hub



Michael Stewart, Lead, Decision Support & Knowledge Transfer, Ministry of Health and Long-Term Care, and Nancy Jacko, who is supporting the implementation of QBPs in the NE LHIN. Michael and Nancy both presented to regional clinicians and hospitals at an HSFR session held in Sudbury in December 2014.

If you have suggestions or comments on the implementation process, please contact Nancy ([nancyjacko@cogeco.ca](mailto:nancyjacko@cogeco.ca)) or Dr. Boyle ([dboyle@hsnsudbury.ca](mailto:dboyle@hsnsudbury.ca))