

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

May 2015

This is the second quarterly update 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.

Our planned approach, unique in the province, has 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.

Hospitals decided to start the implementation of a few QBPs, learn from the process and continue with implementing the remaining QBPs. We started 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

**COPD:** All hospitals have completed the current state analysis and are implementing patient order sets. Next steps include finalizing key indicators to measure success and further engagement with primary care physicians. After its first 10 months of operation, North Bay Regional Health Centre's Breathing Clinic had 96% of respondents to its survey state that they:

- Would recommend the Breathing Clinic to others
- Had been given clear information
- Were involved with their care
- Were treated with dignity and respect.

**Hip Fractures:** All locations have completed a current state mapping exercise to identify where patients are going after surgery. All hospitals are achieving target of 95% of patients getting surgery within 48 hours. Next steps include review of current rehab capacity and having discussions with smaller hospitals on discharge plans.

**Vision Group:** All hospitals agreed that Timmins and District Hospital (TADH) should proceed with recruiting a new ophthalmologist for the Cochrane area. If recruitment is successful, this would enable up to 500 patients to receive care close to home.

**Data Group:** The Regional Decision Support group has been struck to support the work of the QBP Quality implementations. Originally known as the Metrics Working Group, this team of representatives from five hospitals (Sault Area Hospital, Health Sciences North, North Bay Regional Health Centre, TADH and West Parry Sound Health Centre) brings expertise in decision support, health records, data collection and information presentation techniques together. They have enabled selection of regional indicators that can help to determine the success of our efforts in quality improvement that can be measured across the region. Development of a common scorecard will provide consistent information to the various clinical groups. The group sees value to doing this work collaboratively. Members really like how their group efforts are pulling them together.

According to Tiina Guillemette, Clinical Manager of Utilization Management from TADH: "There is strength in the collaboration of this group sharing resources and knowledge."

Dr. Boyle compliments the data standardization work of the Regional Decision Support Group that enables common indicators and the ability to track regional as well as hospital progress through a consistent lens.

**Other items:** A QBP toolkit is being finalized to assist hospitals with implementing remaining QBPs. A QBP assessment survey was distributed to each hospital in Ontario. Deadline for hospitals to complete survey is June 15, 2015. The results of this survey will give each hospital and LHIN a 'heat' map that identifies its respective stages of QBP implementation.

**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. 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))