

# SHN! Ontario Node Building Partnerships for Patient Safety

## Blazing the Trails

Wendy McLaughlin  
Robin Stoer



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



---

---

---

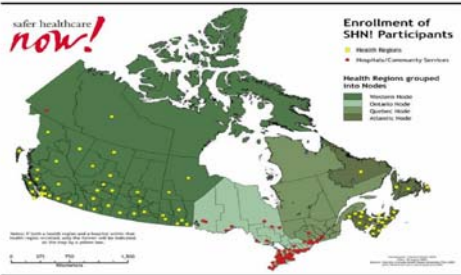
---

---

---

---

---



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



---

---

---

---

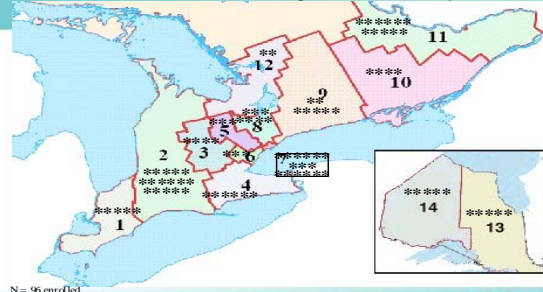
---

---

---

---

### Safer Healthcare Now Organizations By LHIN



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



---

---

---

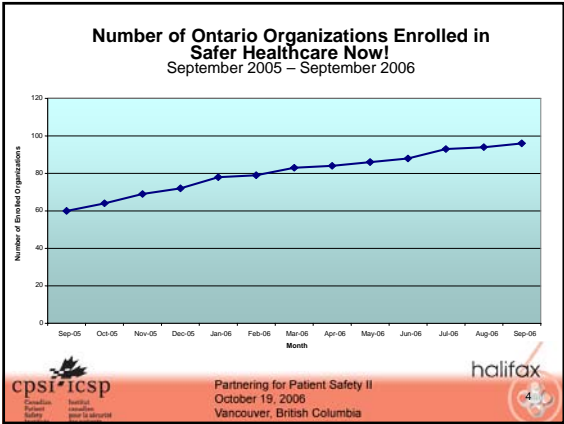
---

---

---

---

---




---

---

---

---

---

---

---

---

---



---

---

---

### Distribution of Ontario Teams September 2006

<i>Intervention</i>	<i>Number of Ontario Teams</i>
AMI	37
CLI	25
Med Rec	83
RRT	25
SSI	32
VAP	27
<b>Total</b>	<b>229</b>



 Partnering for Patient Safety II  
 October 19, 2006  
 Vancouver, British Columbia

---

---

---

---

---

---

---

---

---



---

---

---

## Supporting the Ontario Teams

**How do we move the SHN initiative forward by supporting the frontline teams?**



 Partnering for Patient Safety II  
 October 19, 2006  
 Vancouver, British Columbia

---

---

---

---

---

---

---

---

---

---

---

---

## Trailblazer Project Profile

- **Funded by:**
  - Ministry of Health and Long Term Care
- **Accountable to:**
  - Quality Healthcare Network – Ontario Node, SHN
- **Project Timeline:**
  - March 2006 to March 2007
- **Trailblazer Resource Team:**
  - Appointed 26 team members February 2006
  - Assigned to organizations enrolled in the SHN campaign according to LHIN designation



Partnership for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



---

---

---

---

---

---

---

---

---

---

## The Trailblazer Project

- **Primary Goal:**
  - Assist Ontario healthcare organizations to implement the six SHN Interventions
- **Key Objectives:**
  - Develop a team-based program model
  - Improve outcomes by providing clinical and quality expertise
  - Enhance measurement capabilities of teams and hospitals
  - Identify and evaluate factors that contribute to team performance



Partnership for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



---

---

---

---

---

---

---

---

---

---

## Who are the Trailblazers?

<ul style="list-style-type: none"> <li>• <b>Clinical Profile</b> <ul style="list-style-type: none"> <li>– Nurse</li> <li>– Pharmacist</li> <li>– Physiotherapist</li> <li>– Respiratory Therapist</li> <li>– Dietitian</li> <li>– Speech and Language Pathologist</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Collective Skills</b> <ul style="list-style-type: none"> <li>– Quality improvement</li> <li>– Patient safety</li> <li>– Risk management</li> <li>– Infection prevention and control</li> <li>– Clinical leadership</li> <li>– Community and public health</li> <li>– Medication management</li> <li>– Education and training</li> <li>– Project management</li> <li>– Research</li> </ul> </li> </ul>
--	---



Partnership for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



---

---

---

---

---

---

---

---

---

---

## What is the Role of the Trailblazer?

- Share *clinical knowledge* - 6 interventions
- *Support* and *coach* Intervention Teams
- Resource and support for *data collection* and *submission*
- Support inter-organizational *partnerships* and *networking*
- *Collaborate* with other Trailblazers
- Record Trailblazer activity and *identify emerging needs* across teams



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia

halifax

10

---

---

---

---

---

---

---

---

## Trailblazer as a Coach

- Discover, clarify and align with what the *client* wants to achieve
- Encourage *client* self discovery
- Elicit *client-generated* solutions and strategies
- Hold the *client* responsible and accountable

(adapted; Darlene Russell, President, The Canadian Coaching Company)



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia

halifax

11

---

---

---

---

---

---

---

---



Transform the **YAH-BUTS...**

into...

- the **WHAT IFS?**



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia

halifax

12

---

---

---

---

---

---

---

---



## Prevent Surgical Site Infections

- Appropriate choice and timing of pre-operative antibiotics.
- Appropriate hair removal.
- Keeping patient's warm prior to, during and following surgery.



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



13

---

---

---

---

---

---

---

---

## Collingwood General and Marine Hospital



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



14

---

---

---

---

---

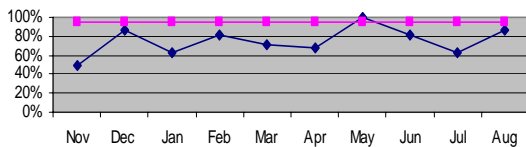
---

---

---

## The Collingwood Experience

**% of Surgical Patients with Normothermia (36.0-38.0) Upon Leaving OR**



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



15

---

---

---

---

---

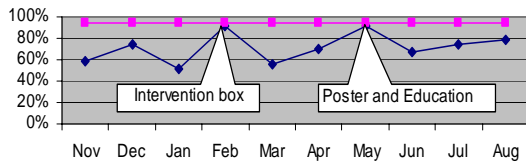
---



---

---

## The Collingwood Experience

% of Surgical Patients with Normothermia Entering PARR





 Partnering for Patient Safety II  
 October 19, 2006  
 Vancouver, British Columbia

---

---

---

---

---

---

---

---

---



---

## Collingwood Lessons Learned

- Change, an opportunity or a threat?
- Ride out the lows, celebrate the successes
- Recognize and maximize your circle of influence
- A number is never just a number - it's a patient experience
- Keep it very simple
- Engage physicians as appropriate

Interventions

- Fluid warmer
- Upper blanket warmer
- Lower blanket warmer
- Leg warmer



 Partnering for Patient Safety II  
 October 19, 2006  
 Vancouver, British Columbia

---

---

---

---

---

---

---



---

---

---

## Orillia Soldiers' Memorial Hospital





 Partnering for Patient Safety II  
 October 19, 2006  
 Vancouver, British Columbia

---

---

---

---

---

---

---

---

---

---

## Orillia's Success Linked to Trailblazer Role

**Trailblazer**

- **Go to person for problem solving**
  - can answer the who / where / how / why
- **Knows what works best**
  - network with SSI faculty
  - communities of practice
- **Progressive thinker**
  - how can we do better
- **Resourceful**
  - data management
  - surveillance programs

**Building partnerships,  
builds capacity for  
Quality Improvement**



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia

---

---

---

---

---

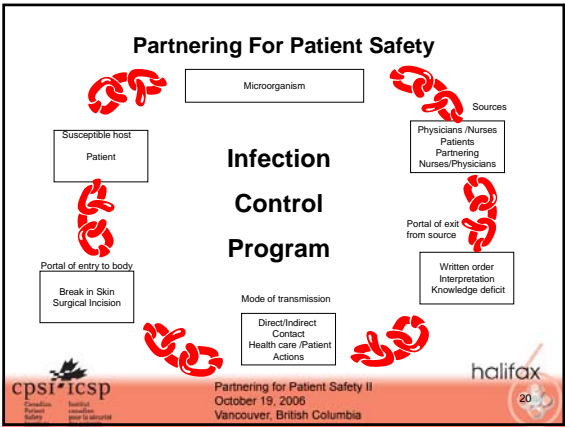
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

## Partnering with a Trailblazer

- Interest ⇨ Commitment
- Share Knowledge - Clinical and QI
- Address barriers
- Share shamelessly
- Timely
- Model the way

**Building partnerships, builds capacity for  
Quality Improvement**



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia

---

---

---

---

---

---

---

---

---

---

## Partnering with Patients

### Adviser

- Defines the patient's needs
- Advises patient
- Solves problems
- Encourages dependency

### Partnership

- Discovers, clarifies and aligns with the patient
- Encourages self discovery
- Elicits client-generated solutions/strategies
- Empowers and enables



Partnering for Patient Safety II  
October 19, 2006  
Vancouver, British Columbia



22

---

---

---

---

---

---

---

---