



connections

A newsletter for the staff, physicians, volunteers, residents and students of St. Joseph's Health Centre

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Creating a Culture of Inquiry and Innovation - *Partnering to educate the next generation of health care professionals*

Interprofessional Student Education Board Game: 11 Students, 5 Professions, 4 Schools, 3 Facilitators and a Whole Lot of Fun!

by Elizabeth McLaney, Manager, Interprofessional Education

To advance our Culture of Inquiry and Innovation, and to support the launch of the interprofessional education (IPE) curriculum at the University of Toronto, SJHC offers opportunities for students to participate in team education. We know that when members of different professions meet to learn 'with, from and about' each other, collaborative practice is strengthened and outcomes for patients can be improved.

On June 4th, 2010 a group of students met to play 'Reflections in Game.'

The game board was designed by colleagues at Glostrup Hospital in Denmark to support teams in having conversations about interprofessional collaboration. The rules are simple: roll the dice, advance to the appropriate square, and answer the corresponding question as a team. But that's where it gets more challenging. The questions have been created to promote thoughtful discussion about different aspects of collaboration, dialogue, evaluation and reflection.

While the students were quiet at first, they quickly overcame this and began to have lively discussions. "Working in inter-professional student groups, we were able to discuss questions from each of our respective viewpoints while striving to provide a collaborative answer," reports Prasaanthan Gopee-Ramanan, a first year student at the Michener Institute. "My role within the IPE session was to represent my profession, radiological technology, from the perspective of a student.

I wanted to ensure that others caught a glimpse into our clinical learning process."

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Put Patients First by Providing the Safest Care

Registration Services - the 'Directors of First Impressions'

On average, SJHC registers between six and eight thousand patients per month, so for the Patient Registration Department Quality means a complete, accurate and timely capture of patient information at registration - which leads to a complete and accurate patient record. Timely information minimizes the risks to patients because their full story is presented to the members of their care team when they need it.

"To gain any kind of success, the most important things that we need to focus on and structure our work around are standard operating processes, best practices, data quality, education and training," said Brian D'Souza, Manager, Registration Services.

Registration Services is a new and critical department at SJHC. When D'Souza started in the roll of Manager, he began to develop baseline data so the successes could be measured meaningfully. Once the baseline data was developed the goal moved to improving and maintaining data quality in a timely fashion. Brian and his team investigated the most common errors in registration data that had the highest impact on the patient. Data issues have been added on to the Registration Services scorecard which looks at the accuracy and the frequency of the errors.

Registration standards were developed by which the standard operat-

ing practices were implemented. The goal of this was to improve and sustain best practices at registration. "Standardizing the operating practices of the registration staff meant that all registration clerks must be registering patients in the same way," said D'Souza.

Supporting the standard operating practices is the education and training piece. From April to June 2009, full day training sessions were held focusing on Meditech registration training and customer service training. Of the 133 registration and booking clerks in the Health Centre that use Meditech for registration, 126 took part in the training. For the majority of the staff this was the first time that they had attended formal customer service training. Ongoing refresher training is still taking place and the learning will be continuous.

A data quality feedback program helps to ensure that if there are ever errors in a patient's registration a data quality clerk sends the error and what the right thing should have been. This allows the registration/booking clerk to store the information and refer back to it at a later date if necessary. This is helping to change the mindset from punitive to educational. This also provides staff with a safe avenue to provide front line feedback so that Management can help provide the tools and support required for staff to do their job better. This is helping to create a healthy work environment and improve staff satisfaction.

To complete the cycle, an electronic instruction and training manuals have been made available in a central location online via the network drive so that everyone has access. "Each area in the Health Centre is unique and has specific needs from the registration process. With that in mind, we were able to still develop something that captured the data quality and the standard operating practice across the organization while maintaining the needs of the various areas," said D'Souza.

"One of the important things that the staff recognize now is that their work is not just data entry - because at the end of their work is a patient," said Brian D'Souza. The staff now recognize how the information they collect flows to other hospital systems downstream from Registration. Therefore, it is critical for them to capture complete and accurate information to facilitate the care of the patients during their journey through the health centre. The staff also appreciate how important their role is as the "Directors of First Impressions" since they are the first ones at St. Joe's to meet and greet the patients and their families and friends. Hence, the Registration Services staff can help set the tone for a positive patient experience at St. Joseph's Health Centre. "This respect and shift in attitude goes a long way to ensure patient satisfaction and quality patient care."

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From left to right: Matthew Fragale (Rad Tech student), Emilia Gruchala (ASW student), David Janca (OT student), Elizabeth Delarosa (OT Student), Claudia Ciecwierz (Rad Tech student), Scott Graney (PPL Social Work), Shafa Chaudry (Rad Tech student), Jeff Dionne (RT, Clinical Coordinator), Xsenia D'D'Abramo (PT Student), Elizabeth McLaney (Manager, IPE), Janine Farragher (OT student), Prasaanthan Gopee-Ramanan (Rad Tech student), Courtney Brennan (OT student), Dimitra Garbis (SW student).

When asked what he learned at the session, Prasaanthan reported, "This IPE learning activity was instrumental in planting seeds within my mind as to how best to collaborate and innovate with my fellow healthcare professionals so as to provide excellent patient care delivered in the best and most seamless manner possible - perhaps in this manner, we can approach a healthcare system void of error."

As is often the case with IPE events, the facilitators also had some interesting observations and learnings. "We got into a great conversation about how our clothes and the equipment we carry (e.g. stethoscopes or blood pressure cuffs) can become symbols that influence a patient's impression of what role we serve as a care provider," said McLaney. "As health professionals, we have to be aware of the importance of non-verbal cues that can impact communication."

When we talk about interprofessional education at SJHC, the focus is on creating interactive experiences. We want our staff and our students to have the chance to talk with one another and with the facilitators. We also plan these types of activities so that they are led by members of more than one profession. An important aspect of learning about collaboration is modeling – or showing that we 'walk the walk and talk the talk' when it comes to teamwork.

Sample questions from the 'Reflections in Game':

- What are the historical stereotypes about your profession and how do you clarify the current reality?
- How can students work with teams to contribute to shared decision making and shared care plans for patients?
- How far into their education/curriculum should students be before they start to learn about collaboration and why?

Did you know that SJHC has 5 Core Competencies for Collaboration?

- Trust and Respect
- Knowledge of Roles
- Appreciating Differences & Conflict Resolution
- Willingness to Share Power
- Shared Decision Making

For more information about ongoing interprofessional education activities, or to find out how you can support interprofessional learning for students at SJHC, please contact Elizabeth McLaney at ext. 4382.

Put Patients First by Providing the Safest Care

Clinical Engineering Supports the Front Line Staff to Achieve SJHC's Big Aim of Safe, Quality Patient Care

Ensuring that patients and staff have the safest and most top performing equipment at their disposal at all times is the definition of Quality and the goal for the Clinical Engineering Department.

A number of objectives go into achieving this goal. Conducting tests on the equipment at regular intervals to ensure that they continue to comply with prescribed standards is the first and one of the most important steps that Clinical Engineering takes.

"For example, with the blood pressure devices, we must ensure that it is measuring the right blood pressure because a lot of the care for a patient is based on the blood pressure results," said Krita Teeluckdharry, Manager, Clinical Engineering.

Repairing broken equipment in a timely fashion and removing any obsolete or unsafe equipment from the floor ensures that the staff is using the safest equipment, reducing the risk to the patient. Protocols are also in place for the Clinical Engineering staff to review all new and used equipment that the Health Centre obtains to ensure the working order.

"I receive an email with a list of all alerts from the manufacturers' every Friday and we take a look and see if anything applies to the equipment we have here at the Health Centre. All of this is part of the processes we have built to provide the safest work equipment to our staff," said Teeluckdharry.

These medical device alerts come from organizations such as Emergency Care Research Institute (ECRI), Health Canada and the U.S. Food and Drug Administration (FDA) and Clinical Engineering implements the relevant safety corrections that are recommended.

Some of the successes that the Clinical Engineering team has seen so far include: extending services to cater for equipment that was previously maintained by diverse contractors – which is seeing large savings for the organization; developing a preventative maintenance program that will meet the needs of all departments in the Health Centre; and completing an inventory of most of the hospital owned medical equipment which now exceeds 2,000 pieces.

"We have learned that it is important to start small and then grown big," said Teeluckdharry. "Supporting the front line staff in their needs for equipment is our contribution to achieving SJHC's Big Aim."

Read on to learn more about what Laboratory Services is doing to support quality care and patient safety at St. Joseph's Health Centre in the Quality Insert.

Pharmacy and eCare will be featured in the September 7th issue of Connections and the Quality Insert.