



**Northern Health Quality Conference**  
**May 31, 2017**  
**AGENDA**



**Prince George:** Coast Inn of the North (Host site)  
**Fort St. John:** Hospital Boardroom 0705 (Live Stream, Moderated Room)  
**Terrace:** Mills Memorial Hospital Education Room (Live Stream, Moderated Room)  
**Anywhere** in Northern Health: Personal computer (Live stream)

**Objectives**

- Celebrate and showcase our efforts in quality improvement
- Inspire each other to continue our efforts
- Learn about leading practice and innovation
- Network with each other (in person and virtually)

Time	Location	Topic	
8:00 am		Registration	
8:30 am	PG and Live Stream	<b>Conference Welcome and Opening Comments</b> <i>Cathy Ulrich, CEO</i>	
9:00 am	PG and Live Stream	<b>Safety: a Key Driver of Quality</b> (Presentation and small group discussion) <ul style="list-style-type: none"> <li>• <i>Sandra Cripps, CEO, Saskatchewan Association for Safe Workplaces in Health</i></li> <li>• <i>Beryl Toner, RN Manager, Regina Pioneer Village</i></li> <li>• <i>Devika Rojan, RN, Resident Care Coordinator, Regina Pioneer Village</i></li> <li>• <i>Tamara Checkley &amp; Jeanette Foreman, NH Quality &amp; Innovation</i></li> <li>• <i>Lynn MacDonald &amp; Melissa Minter, NH Workplace Health &amp; Safety</i></li> </ul>	
10:00 am		<i>Break and transition to concurrent sessions</i>	
10:30 am – 11:50 am	PG and Live Stream	<b>Concurrent Sessions</b> showcasing Quality Improvement Initiatives in 3 rooms in PG. Ballroom to be broadcast via Live Stream.	
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Ballroom/Live Stream <b>5S, Kanban and Layout Improvements</b> <i>(Panel Discussion)</i></td> <td style="text-align: center;">Gleason Room (PG) <b>Primary and Community Care</b> <i>(Presentations)</i></td> <td style="text-align: center;">McGregor Room (PG) <b>Quality Improvement Hodgepodge</b> <i>(Presentations)</i></td> </tr> </table>	Ballroom/Live Stream <b>5S, Kanban and Layout Improvements</b> <i>(Panel Discussion)</i>
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11:50 am		<i>Transition to Main Room in PG</i>	
12:00 pm	PG and Live Stream	<b>Celebration!</b> <i>Recognition of award winners and quality Improvement training graduates</i>	
12:15 pm		Lunch (provided in Prince George, Fort St. John, Terrace)	

Time	Location	Topic	
1:00 pm – 2:30 pm	PG and Live Stream	<b>Concurrent Sessions</b> showcasing Quality Improvement Initiatives in 3 rooms in PG. Ballroom to be broadcast via Live Stream.	
		<table border="1"> <tr> <td>Ballroom/Live Stream <b>Flow and Capacity Management</b> <i>(Panel Discussion)</i></td> <td>Gleason Room (PG) <b>Acute Care</b> (Presentations)</td> <td>McGregor Room (PG) <b>Long Term Care</b> (Presentations)</td> </tr> </table>	Ballroom/Live Stream <b>Flow and Capacity Management</b> <i>(Panel Discussion)</i>
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2:30 pm		<i>Break and transition to main room in Prince George Conference Close in Fort St. John, Terrace and Individual computers</i>	
3:00 pm	PG	<b>How are we doing Quality Improvement?</b> (Stations and small group discussion) <ul style="list-style-type: none"> <li>• <i>UHNBC Ambulatory Care and Lab</i></li> <li>• <i>Physician Quality Improvement</i></li> <li>• <i>Quality Management Approaches</i></li> </ul>	
4:00 pm	PG	<b>What we've learned, What we are taking away</b> (Feedback from the Quality Wall and Conference Participants)	
4:20 pm	PG	<b>Conference Close</b> <i>Fraser Bell, VP Planning, Quality &amp; Information Management</i>	
4:30 pm	<b><i>Thank you to all who attended the 2017 NH Quality Conference!</i></b>		



**Northern Health Quality Conference  
Concurrent Sessions  
May 31, 2017**



Room	Ballroom and Live Stream	Gleason Room (PG)	McGregor Room (PG)
<b>TIME</b>	<b>10:30 – 11:50 am</b>	<b>10:30 – 11:50 am</b>	<b>10:30 – 11:50 am</b>
<b>Theme</b>	<b>5S, Kanban and Layout Improvement</b>	<b>Primary and Community Care</b>	<b>Quality Improvement Hodgepodge</b>
<b>Format</b>	<b>Panel</b>	<b>Rapid fire (Presentations)</b>	<b>Rapid fire (Presentations)</b>
	<p>Panel members:</p> <ul style="list-style-type: none"> <li>• Shar McCrory and Selina Stoeppler (Wrinch Memorial)</li> <li>• April Price (UHNBC ED)</li> <li>• Janice Paterson (Mackenzie)</li> <li>• Christine McCann (GR Baker, Quesnel)</li> <li>• Blaine Curry (Dawson Creek)</li> <li>• Michelle Deni, Maria Love, Greg Marr (Gateway, Prince George)</li> </ul> <p><b>Facilitator: Marcia Bertschi</b></p>	<ol style="list-style-type: none"> <li>1. <i>Evaluation of Prescription Adaptation Due to Pharmicare’s Modernized Reference Drug Program</i> - Rob Pammett</li> <li>2. <i>An Evaluation of the Prince George Rapid Mobilization of Home Support Program</i> - Margot Parent and Tiegan Daniels</li> <li>3. <i>Two complementary projects working towards one ultimate goal: Regional Community Plan of Care Redesign Improving clinician capacity to enter data into plans of care in an electronic health record</i> - Julie Creaser, Jerry Daoust, Sandi DeWolf, Cathy Czechmeister, Dori Pears</li> </ol> <p><b>Facilitators: Marna DeSousa and Joyce Graham</b></p>	<ol style="list-style-type: none"> <li>1. <i>Overcoming Stigma, Trauma and Fear: Improving Care for Women Struggling with Substance Use in Northern BC</i> – Dr. Sheona Mitchell-Foster and Maria Brouwer</li> <li>2. <i>mySchedule Project</i> – Lee-ann Callihoo-Bowness</li> <li>3. <i>Northern Health Playing the “End Game” Reducing the harmful effects of commercial tobacco products</i> – Nancy Viney and Cynthia Gjerde</li> <li>4. <i>Cultural safety for Indigenous people in the healthcare system is quality improvement</i> – Hilary McGregor, Miranda Louie and Verna Howard</li> </ol> <p><b>Facilitators: Lee Cameron and Shelley Movold</b></p>
<b>TIME</b>	<b>1:00 – 2:30 pm</b>	<b>1:00 – 2:30 pm</b>	<b>1:00 – 2:30 pm</b>
<b>Theme</b>	<b>Flow and Capacity Management</b>	<b>Acute Care</b>	<b>Long Term Care</b>
<b>Format</b>	<b>Panel</b>	<b>Rapid fire (Presentations)</b>	<b>Rapid fire (Presentations)</b>
	<p>Panel members:</p> <ul style="list-style-type: none"> <li>• Julie Dhaliwal (UHNBC)</li> <li>• Leanne O’Neill (GR Baker Hospital)</li> <li>• Jeanette Foreman (Northwest)</li> <li>• Lexie Gordon and Kathy Peters (Northeast)</li> </ul> <p><b>Facilitator: Marlene Apolczer</b></p>	<ol style="list-style-type: none"> <li>1. <i>UHNBC Ambulatory Care</i> – Heidi Johns</li> <li>2. <i>Brief Action Planning Leads to Patient Centred Goals in Acute Care</i> - Peter Gill and Lee Cameron</li> <li>3. <i>Nutrition Care Process Terminology: A Consistent Approach to Nutrition Care</i> - Erin Branco and Sarah Anstey</li> <li>4. <i>Reduction of Turn Around Times for Medical Imaging Reports</i> – Tracy Isaak</li> </ol> <p><b>Facilitator: Tamara Checkley</b></p>	<ol style="list-style-type: none"> <li>1. <i>Rehab Services Program Quality Improvements for Convalescent Care</i> – Kim Forrest and Greg Marr</li> <li>2. <i>podTalks</i> - Jennifer Kennedy</li> <li>3. <i>Enhancing the dining environment in complex care</i> – Lindsay Kraitberg</li> <li>4. <i>Implementing DementiaAbility at Gateway Long Term Care</i> - Gloria Kerr and Greg Marr</li> </ol> <p><b>Facilitator: Linda Axen</b></p>

## Northern Health Quality Conference - Storyboard Submissions May 2017

#	Topic/Title	Name
1	A 'Rehab Medicine Service Tracking System' for Acute Care and Outpatients	Angenita Gerbracht & Tanya Boudier
2	A Space That Reflects Residents Past Leisure Interests and Improves Quality Of Life	Marci Burgess
3	BC Patient Safety & Quality Council (BCPSQC) Quality Awards	Marlene Apolczer
4	CMOIS Care Plan Folder use Improvement within Prince George Inter-Professional Teams	Julie Creaser & Jerry Daoust
5	Community Psychiatric Referrals Improvement Initiative	Dr Hezekiah Agboji
6	Dawson Creek Care in the Right Place * Last Year's Storyboard Winner	Jennifer Dunn & Lynn Moch
7	Developing a safe working environment for Triage Staff at UHNBC	UHNBC Emergency Dept. Team
8	Dining Experience Improvement Project	Mindy Thompson
9	Early Childhood Fluoride Varnishing: Improving clinic participation	Shirley Gray
10	Enhancing the Dining Environment at Bulkley Lodge	Lindsay Kraitberg
11	Enhancing the Dining Environment at Gateway Lodge	Lindsay Kraitberg
12	Ensure Our Patients Receive Appropriate, Safe, and Effective Medications by improving Clinical Pharmacy Services and by Resolving Drug Therapy Problems (DTPs)	Barb Falkner
13	Fleet Vehicle Coordinator Orientation/Cheat Sheet	Jessica Belyea
14	From anytime to on time: Improving the reporting of AM lab results at MMH	Karen George & Tamara Checkley
15	Healthy People in Healthy Communities: The Transmission of a Pre-Operative Joint Clinic to Remote Patients Within Northwest BC	Angela Pace
16	Implementing Medication Strip Packaging at LTC Facilities in NH	Cameron Zarembo
17	Implementing Standardization for Adult Patients with Eating Disorders	Eating Disorders Team
18	Improving responsiveness to client needs in Mental Health and Addictions Services	Stephanie Rex
19	Increasing efficiency and coordination of the animal exposure (rabies) investigation process	Talina Almeida & Shane Wadden
20	Leaner PPI Reporting: A Partnered Exercise	Milad Fathi
21	Literature Review to Support Development of a Health Services Strategy for Indigenous People Living in Urban Settings in Northern BC	Julia Petrsek MacDonald
22	Medical Imaging Front Office/Waiting Room Redesign	Sherry Loroff
23	Northern & Isolation Travel Assistance Outreach Program (NITAOP) Process Improvement	Bailee Poitras
24	Northern Health Order Set Clean Up & Sustainability	Nicole Dahlen
25	Regional Community Plan of Care Redesign	Dori Pears & Cathy Czechmeister
26	Regional Improvement of Patient Preparation for Cardiac Catheterization and Possible Intervention	Kristin Massey, Linda Axen, Barbara Hennessy

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#	Topic/Title	Name
<b>27</b>	Review of Internal Workplace Violence Case Management	Andrea Fowler
<b>28</b>	ROOMS TO MOVE- A 5S Project at Wrinch Memorial Hospital	Shar McCrory & Selina Stoeppler
<b>29</b>	ScanRx for Oncology	Kim Dawson
<b>30</b>	Seven Sisters Residence - Creating a culture where recovery can grow and succeed	Ingrid Overbeek & Jenny Plant
<b>31</b>	Staffing Services Regional Improvement Project	Roza Sheikh, Nitha Karanja, and Jenna Rasmussen
<b>32</b>	Standardizing and Improving Pre-surgical Screening Services in Northern Health	Shelley Hatcher
<b>33</b>	The Use of Molecular Diagnostics to Reduce TAT (Turn-Around Times) for MRSA (Methicillin Resistant Staphylococcus aureus) and VRE (Vancomycin Resistant Enterococcus) Screens on New Admissions at UHNBC	Deanna Danskin
<b>34</b>	Trial of a 5 week intensive treatment model (ITM) to improve physiotherapy for patients with chronic conditions in the Northwest	Caitlin DuBiel
<b>35</b>	Right Product for the Right Person – TENA Usage at Gateway Lodge	Gregory Marr