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Ildiko (Ildi) Polgar MHST, BScN, RN
Care Process Coach

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GREEN BELT PROJECT

My   *Figuring Out*

↑*Journey* to ↑ Inactive Status of Casual Home Support Community Health Workers

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PRESENTATION OBJECTIVES

- Gain insight into a Green Belt Project conducted 2018-2019

- Understand the process journey in resolving a Northern Health regional problem specific to the Termination of Inactive Casual Community Health Workers within the Procura application system

- Share the value of QI tools when trying to understand and tease out root cause(s) of a problem within complex application systems and processes

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- Personal background
- Project Selection
- Project Scope
- Sponsorship
- Timeline

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A large number of casual Home Support (HS) Community Health Workers (CHW's) were listed as active (available for work) in Procura Database when they had been either been terminated or changed work site within Northern Health (NH).

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Decrease number of existing inactive casual HS CHW's in Mackenzie Procura Database by 50% by May 2019

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1. Identify Key Stakeholders
2. Selecting QI Tools to:
   ✓ Understand Current State
   ✓ Understand Problem
   ✓ Find Solutions to Problem
3. Implement Solutions
4. Evaluate Implementation of Solutions
5. Sustain the Gains

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SMOOTH LINEAR FLOW...?

1 2 3 4 5 6

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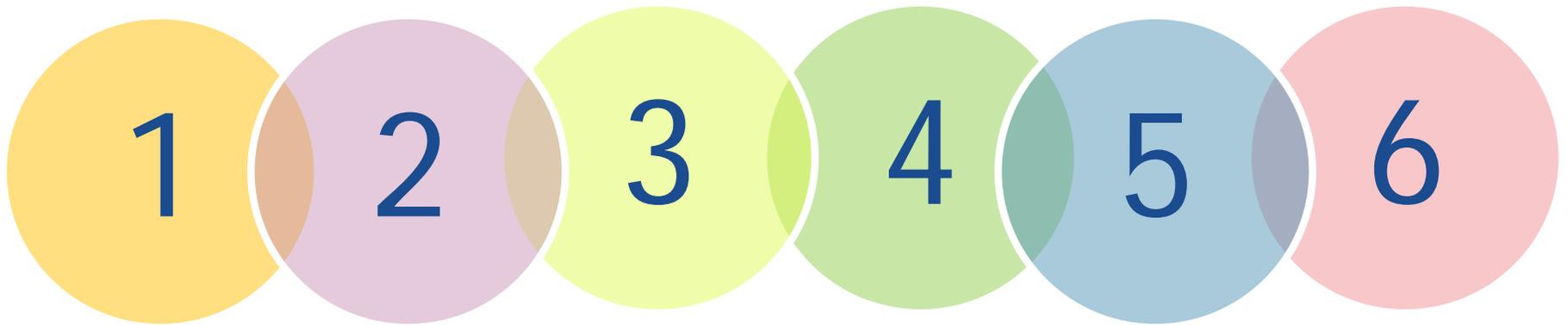
- Discussions - to help understand Procura processes and the *problem*

- Email Communications - to help identify:
- ✓ Who are the key stakeholders?
- ✓ Who are the content experts?
- ✓ Who should be invited to the working group ?

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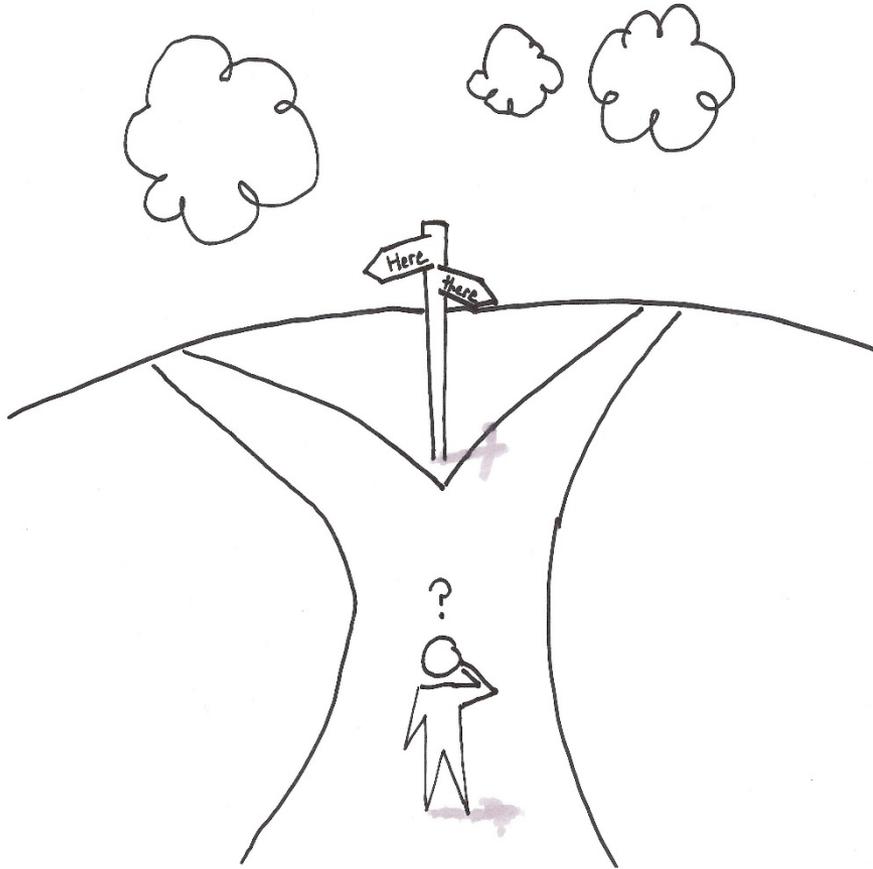
- Project Charter
- ✓ Drafted
- ✓ Validated with Project Sponsor
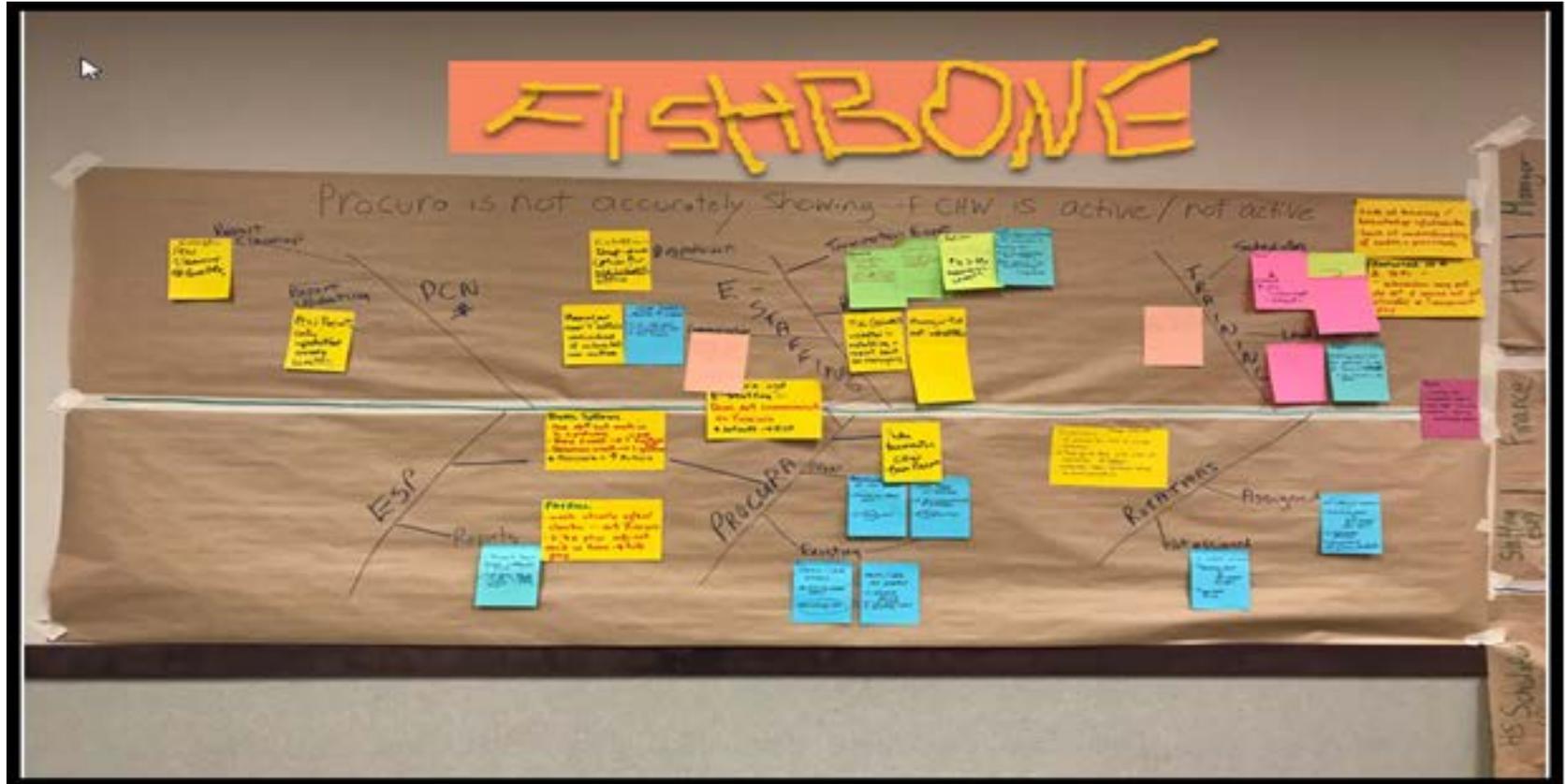- ✓ Work plan outlined
- Coordinate Process Mapping Session

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SYSTEMS WORKFLOW
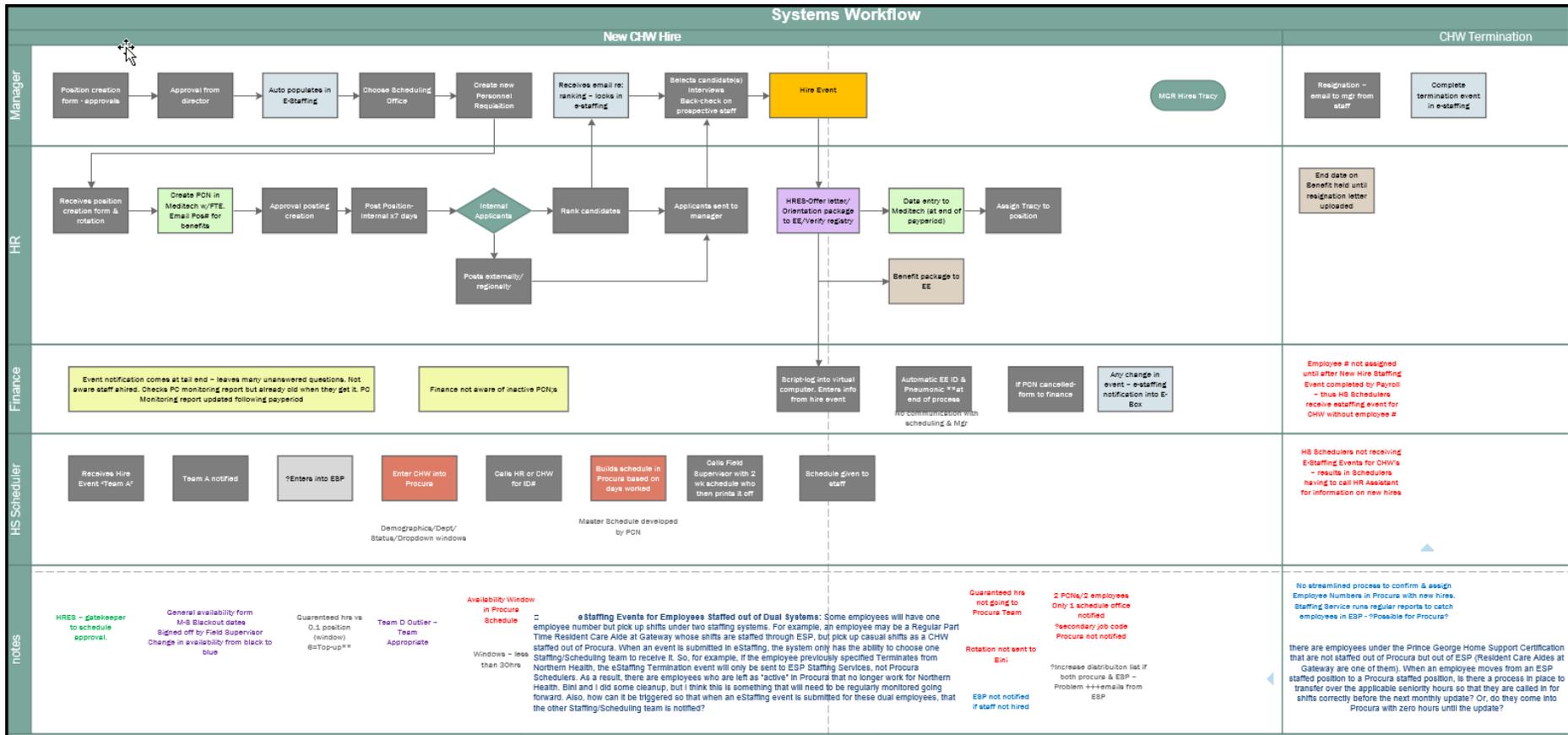
Empowering Teams with structured team-based activities focused on solving problems

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CAUSE & EFFECT TOOLS

TIC PROCESS

Termination Process Defined

- Other
- TIC

Inactive CHW → TIC Report → Manager CHW → HR → HS Scheduler → Inactivate CHW → Communicate to HR & Manager → Loop Closed

Termination Process: Casual Home Support CHW's (Current State)
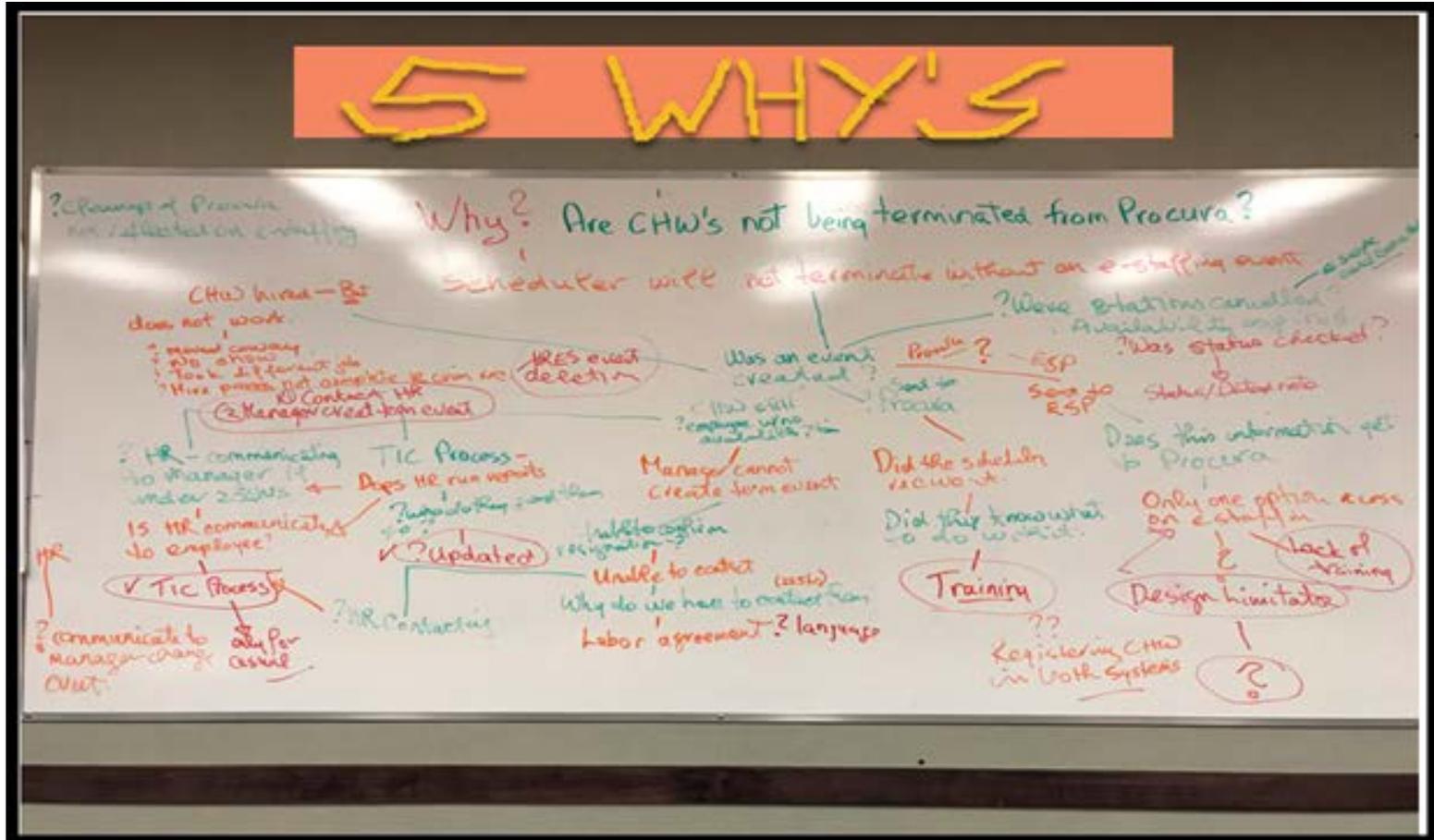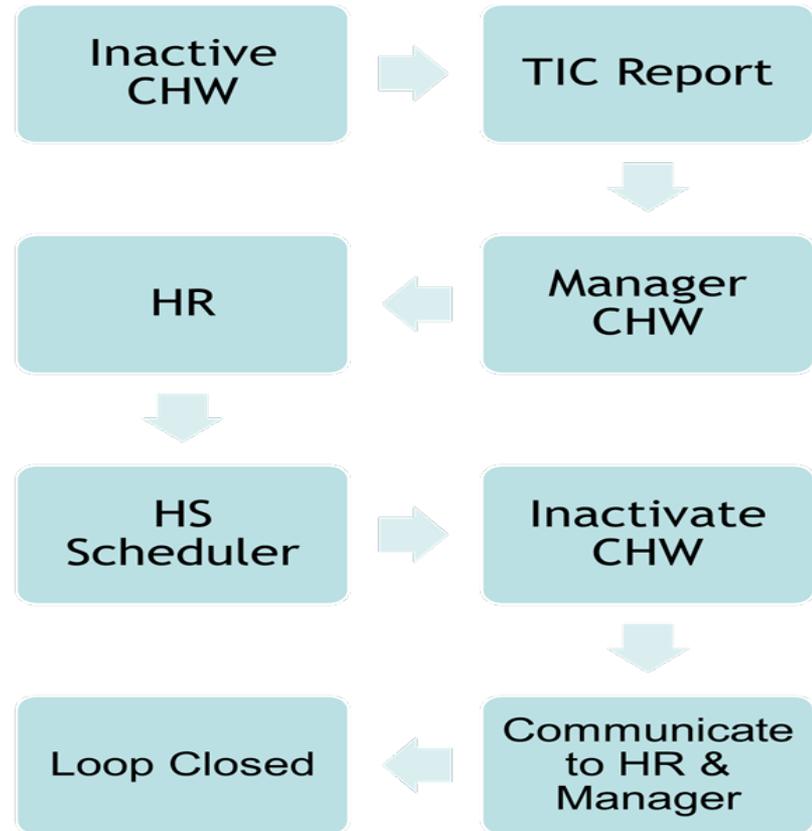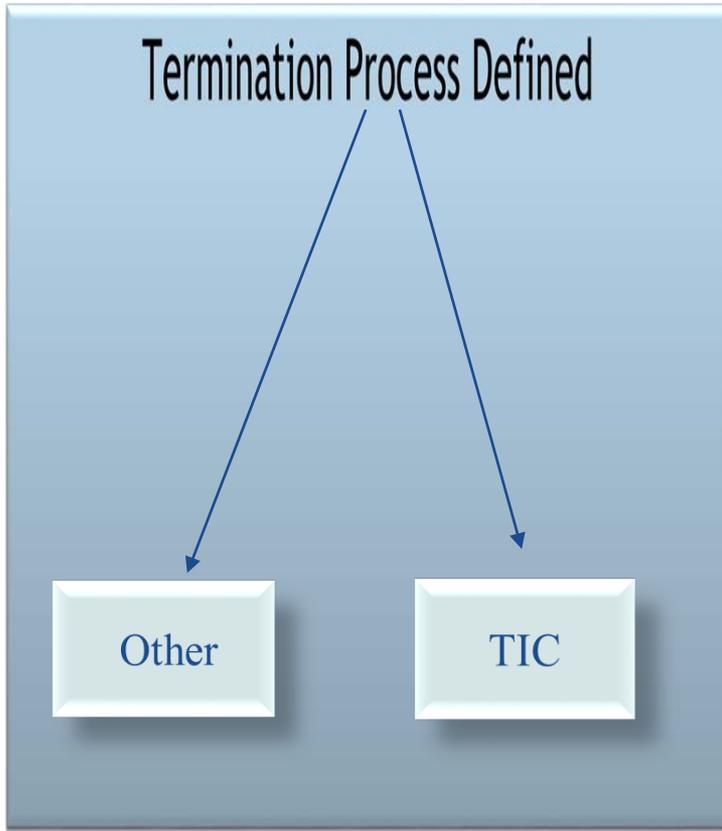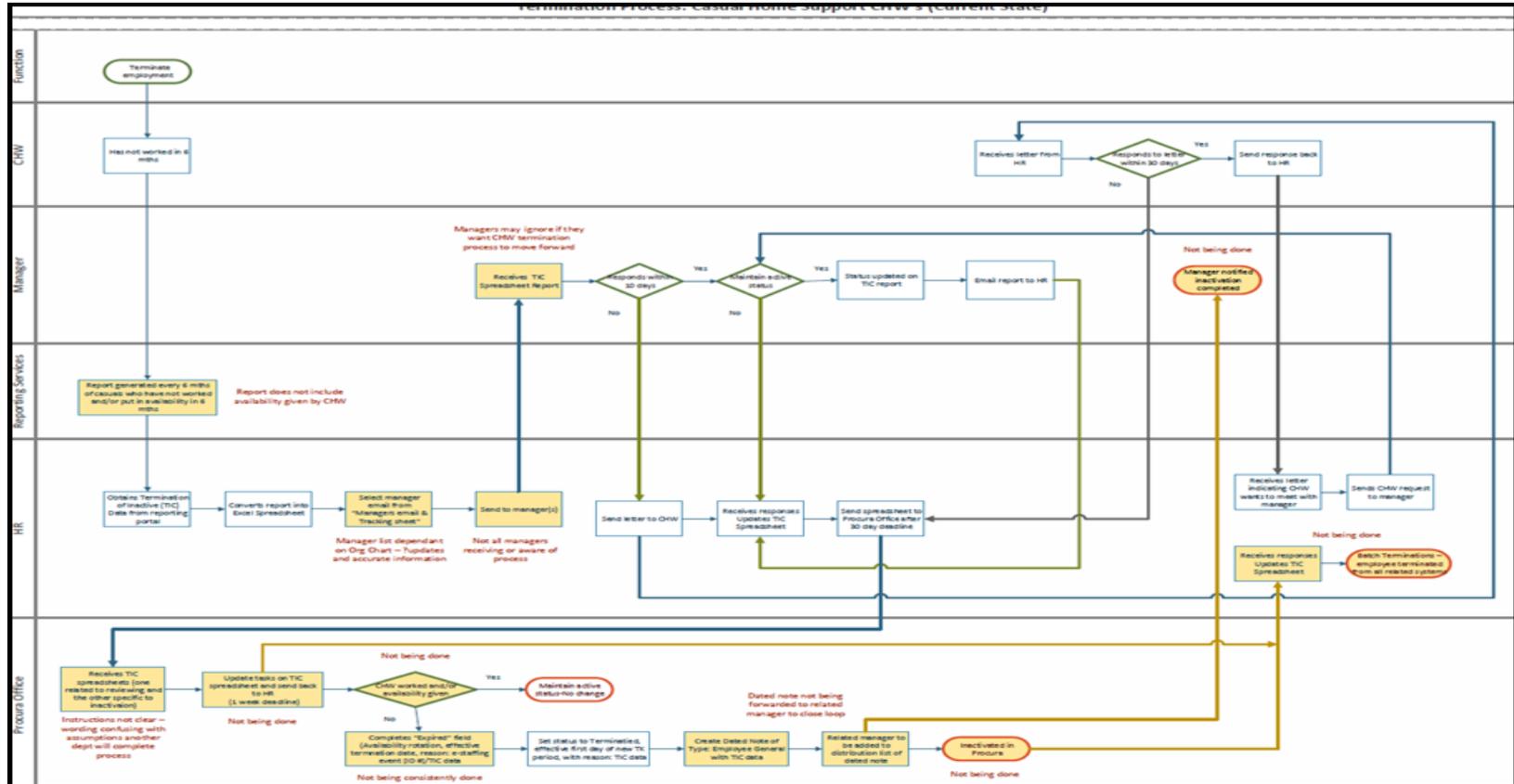
SOLUTIONS

Problem	Solution
Reporting Portal - Manager contact details not complete/accurate. 51% of Distribution database contained inactive manager details	Update Manager Position status in Reporting Portal database
HR Procura Office and manager distribution list outdated	Update HR Team Site distribution list
Procura Office may not receive instructions if sent to wrong address	Update HR Team Site distribution list
Managers may not receive TIC instructions	Manager contact details updated and current in reporting portal and HR distribution list
Inconsistent responses by managers to HR	Communicate to managers the need to respond to HR requests
Managers not aware if TIC process completed by HS Scheduler	Add manager contact to Procura dated note distribution list
TIC email instruction sent by HR unclear with confusing language	Revise TIC instructions for Procura Office with clear language and process steps
HS Scheduler unaware of responsibilities and/or processes in inactivation process	Educate Procura Office on Inactivation Process
Inconsistent use of Procura related to inactivation process	Educate Procura Office on Inactivation Process

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- ✓ Skype Teleconferences to all regions

- ✓ Bi-Weekly Primary Care Round-up

- ✓ NH Confluence (How To's)

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STAKEHOLDER BENEFITS

Safety - clients would not be left without a needed visit because an inactive CHW was mistakenly scheduled
Eliminate and/or reduce non-value activities of email overproduction, form re-submissions, workflow delays, and excessive processing due to inaccurate and unclear instructions
Streamline communication pathways
Establish an accurate and up-to-date workforce database
Eliminate calls to inactive CHW's if active database accurate
Ensure timely and efficient client care scheduling and coordination

- ✓ Procura database clean-up from time problem identified during initial audit
- ✓ TIC Report generated September 2019
- ✓ Audit of TIC process planned for December 2019

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- Understanding communication pathways between internal systems
- Moving away from symptoms to targeting actual problem
- Selecting QI tool that would be most effective
- Limited knowledge on application and system processes
- Workloads and competing schedules
- Defining Scope

- QI tools work! ☺
- You do not have to be the content expert
- NH employees want to be engaged to help improve their workflows and ultimately Patient Care
- Chocolate goes a long way
- Asteroids can be blasted

CREDITS

Andrea Wolowski, HSA MCK

Bini Ball, Regional Procura Analyst

Nikki Bennet TL IPT MCK

Angela Pontius, CSM HCC PG

Chari Ollinger, HS Scheduler PG

Cindy King, Regional Manager Employee Services

Alexi Rivera, HR Admin Asst

Nicole Lupul, HR Admin Asst

Leeann McDowell, HR Asst HRES

Yingxin Hong, Business Analyst MCK

Lauri Fowlie, Coordinator Payroll Services

Leon Verhelst, TL Reporting Services

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thank
you . . .

ildiko.polgar@northernhealth.ca

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