

Quality Celebration Session Description

Presentations on Quality Improvement Projects:

QI Initiatives: Improvements in Community and Primary Care Services and Culturally Safe Care

Tuesday, October 15, 2019 2 pm – 3 pm

- **Coordination of Care**
Presenter: Dori Pears, Regional Manager Primary and Community Care Services
- **Standardized Process for Health Services for Community Living Team Outreach Clinics**
Presenter: Heather Ouellette, Team Lead, Specialized Services, Prince George
- **How Creating a Safe Space for Cultural Safety Conversations Can Bring About Innovative Ideas and Inform Change**
Presenter: Victoria Carter, Lead for Engagement and Integration, Indigenous Health
- Session Host: Laura Parmar
- [Join Webex](#)

QI Initiatives: Improvements in Diagnostic Imaging

Wednesday, October 23, 2019, 2 pm – 3 pm

- **Investigating the Rates of MRI No Shows in the Fort St. John Hospital**
Presenters: Terry Mitchell, Chief Technologist, Diagnostic Imaging and Victoria Rea, BC Patient Safety and Quality Council Intern
- **Two-Day Protocol Strategy to Reduce Wait Times for Nuclear Medicine Myocardial Perfusion Imaging at Fort St. John Hospital**
Presenter: Gene Saldana, Nuclear Medicine Technologist
- Session Host: Lexie Gordon
- [Join Webex](#)

QI Initiatives: System-Wide Improvements: Emergency Preparedness, Population and Public Health, and Northern Health Policy Office

Thursday, October 24, 2019, 2 pm- 3 pm

- **NH Policy Version Control Improvement**
Presenter: Linda Axen, Regional Manager, Policies and Clinical Practice Standards
- **Relocation and Receiving Guides (Emergency Preparedness) – a Guide for Northern Health**
Presenter: Jana Hargreaves, Coordinator, Health Emergency Management BC
- **IMAGINE Community Grants Forms Re-Design**
Presenter: Andrew Steele, Coordinator, Community Funding Programs
- Session Host: Marlene Apolczer
- [Join Webex](#)

QI Initiatives: Improvements in Chronic Disease and Medication Management

Tuesday, October 29, 2019, 5 pm - 6 pm

- **Pediatric Type 1 Diabetes Clinic Efficiency**
Presenter: Dr. Kirsten Miller, Pediatrician, Prince George
- **Assessing the Use of a Standardized Allergy History Questionnaire**
Presenter: Jessica Manning, Pharmacist, Prince George
- **Internet-based Chronic Pain Management**
Presenter: Dr. Judy Dercksen, Heiho Clinic, Quesnel
- Session host: Tanis Hampe
- [Join Webex](#)

Presentations on Topics of Interest in Quality Improvement:

Policy Rounds: Implementation

Thursday, October 10, 2019 12 pm -1 pm

- **An overview of new Implementation tools collaboratively developed for use in Northern Health**
- Presenter: Beth Ann Derksen, Executive Lead, Critical Care Program
- [Policy Rounds](#)(no registration required)
- Session Host: Linda Axen

Northern Health 2019-2020 Critical Priorities

Friday, October 11, 2019 12pm – 1 pm

- Presenters: Fraser Bell, VP Planning, Quality & Information Management, Steve Raper, Chief, External Relations & Communications
- Session Host: Tanis Hampe
- [Join Webex](#)

The Missing Link – Evaluation and Quality Improvement

Wednesday, October 16, 2019, 1 pm – 2 pm

- Presenter: Tamara Checkley, Lead, Research and Evaluation
- Session Host: Tamara Checkley
- [Join Webex](#)

Converting Barriers into Opportunities – Introducing Quality Improvement Tailored for Physicians

Thursday, October 17, 2019 5 pm – 6 pm

- Join us for this highly informative session that outlines the summary of barriers identified by the UBC Rural Continuing Professional Development Program's December 2018 Rural Continuous Quality Improvement Needs Assessment and the brand new Facilitation Cycle and Compensation Policy introduced by Doctors of BC Practice Support Program. Follow a Practice Support Coach as they walk us through a real example of how this new innovative program is removing barriers to Quality Improvement.
- Presenters: Dr. Ray Markham, Physician, Alia Leslie, Manager, Community Quality and Implementation, Anel Meintjes, Practice Support Coach / Coordinator, Primary Care Clinic, Primary Health Care / Administration
- Session Host: Laura Parmar, Susan Schienbein
- [Join Webex](#)

A Guide to Patient Engagement

Monday, October 21, 2019, 1 pm – 2 pm

- Introducing the BC Patient Safety and Quality Council's **A Guide to Patient Engagement** and providing examples of engagement opportunities from within NH and across the province.
- Presenters: Cathy Almost and Cassy Mitchell, BC Patient Safety & Quality Council
- Session Host: Tina Strudsholm
- [Join Webex](#)

Psychological Health & Safety in the Workplace: Why it Matters to Northern Health

Tuesday, October 22, 2019, 1:30 pm – 3 pm

- The goal of this session is to raise awareness and enhance understanding of what psychological health and safety is, what it looks like in the workplace, and why it matters in Northern Health.
- Presenter: Lynn MacDonald, Manager, HR Strategic Initiatives and Psychological Health and Safety
- Session Host: Janice Paterson
- [Join Webex](#)

Untangling Complexities: Journey to Inactive Status of Casual Home Support Community Health Workers

Thursday, October 24, 2019, 12:15 pm – 1 pm.

- [Northern Health-UNBC Brown Bag Lunch](#) (no registration required)
- Presenter: Ildiko Polgar, Care Process Coach

Registration:

**Teleconference number for all sessions:
1-877-385-4099, participant code 5665469#**

Physicians: Register through Learning Hub or contact Heather Walker (heather.walker@northernhealth.ca) and indicate it is for the quality month celebration and what session you would like to attend.

All other participants: Visit the [Learning Hub](#) to register for each event/session you would like to attend.

To register for 2 or more sessions email qualityandinnovation@northernhealth.ca with the sessions you want to be registered in.

October 10 -No registration for Policy Rounds. October 24 - No registration required for Brown Bag Lunch.

Visit the [Quality Celebration website](#) for more information.

Troubleshooting Tips and Etiquette

- Please log in 5 minutes before the session starts to ensure you are connected properly.
- **We recommend you use Google Chrome.**
- **Mute your phone when you dial into the teleconference line**
- Make sure you are using the password provided in the calendar invite and not your NH login password. Note: Most of the time Webex will auto-populate the password for you.
- Please ensure you dial into the Webinar teleconference line to hear the session.
- Check the volume on your phone if you cannot hear.
- Check to make sure you are logging on to the correct session.