

Reorganization – Ripples and Reflections

Wrinch Memorial Hospital
Hazelton

By Shar McCrory
& Selina Stoeppler

Faculty/Presenter Disclosures

Shar McCrory and Selina Stoepler are Northern Health Authority employees and have nothing to disclose.

What is Quality?

Quality Improvement is about understanding what we do and testing ways to do it better

“Quality” is not a department; it is everyone’s job and must become part of our everyday accomplishment – Robert Lloyd

What is meant by Quality Improvement in health care?

Systemic, data-guided activities
designed to bring about
immediate improvement in a
health care setting

Keys to Success

Understanding the system in which we function

Attending to complexities of dealing with people

Continuously learning and developing knowledge about how to make things better

Quality at Northern Health

Northern Health Strategic Plan
2016 to 2021

Strategic Priorities

Priority 3: Quality

Northern Health will ensure a culture of continuous quality improvement in all areas.

Quality Improvement Training at Northern Health

NH Quality Improvement training
program

- Introduction to Quality Improvement Workshop
- White Belt - Intro to Lean
- Yellow Belt - Lean in Practice
- Intermediate Quality Improvement
- Lean Green Belt - Leading Edge

Our QI Learning Journey

2015 White/Yellow Belts

2016 Intermediate QI Training

2017 Lean Green Belt

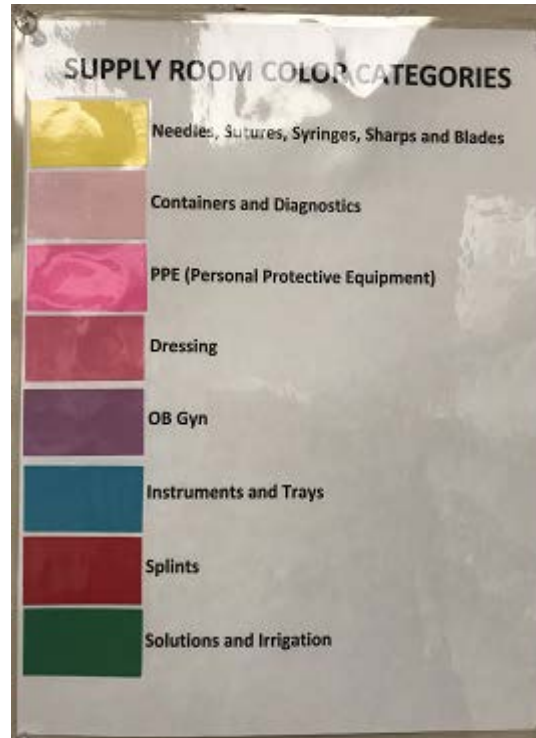
2018 BC Patient Safety and Quality Academy

Our QI Projects



Started with Wrinch 5S Rooms to Move Project

Ripples from Rooms to Move Project



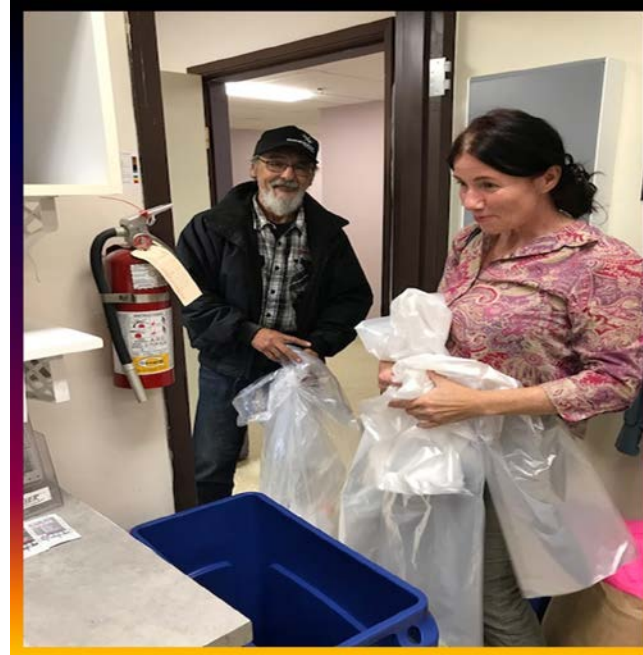
Wrinch Medical Clinic Supply Room 5S

Ripples from Rooms to Move Project



Wrinch Trauma Room 5S (IN PROGRESS)

Ripples from Rooms to Move Project



Getting Green- A recycling project at Wrinch

Ripples from Rooms to Move Project

Wrinch Quality Committee

Quality Wall

Promoting QI and Mentoring new
NW NH students in Intermediate
QI/Lean Green

Presentations at NH Conferences

Wrinch – Staff In House Training

Wrinch Quality Wall



Lessons learned

Quality Improvement **ROCKS** and the experts are integral in all projects. The experts are the front line workers who **LIVE** their roles and know where improvement opportunities are needed.

Ripples and Reflections



Questions?



THANK YOU!