



# LOUD in the ED

BC PATIENT SAFETY & QUALITY COUNCIL

## Learning Session 1

**Tuesday, October 6, 2020**  
**0800 - 1130**

Funded by:



Ministry of  
Mental Health  
and Addictions



BRITISH COLUMBIA  
CENTRE ON  
**SUBSTANCE USE**  
networking researchers, educators & care providers

# We Are Recording!



*Personal information in this initiative is collected under s.26(c) and 26(d)(ii) of the Freedom of Information and Protection of Privacy Act. The information is being collected in order to facilitate learning as part of the Learning about Opioid Use Disorder in the Emergency Department (LOUD in the ED) initiative. This session is being recorded and will be shared on the BCPSQC website. Breakout room discussions will not be recorded. We ask that you refrain from identifying patients, specific team members or offering any other personal information. If you have further questions, please contact the Project Team at [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca)*









# Your LOUD in the ED Team



**Mirelle Dillon**, Project Manager  
Overdose Emergency Response Center



**Kate Harris**, Leader  
BC Patient Safety & Quality Council



**Amanda Giesler**, Clinical & Internal  
Engagement Lead  
BC Center on Substance Use



**Katie Fajber**, Project Coordinator  
BC Patient Safety & Quality Council



**Alvina Ng**, Clinical Project Coordinator  
BC Center on Substance Use



# Change Your Name on Zoom

Zoom Meeting Participant ID: 159442

Speaker View

Hover your mouse over your **name** in the “Participants” list on the right side of the **Zoom** window and click “Rename”.

**We request the following format:**  
*Name (pronouns) – Clinical Site*  
*For example: Jack Sparrow (he/him) - KGH*

Participants (2)

- SB Sara Broom (Me, participant) **More >** **Rename**
- NS Natalie Swatez (Host)

Zoom Group Chat

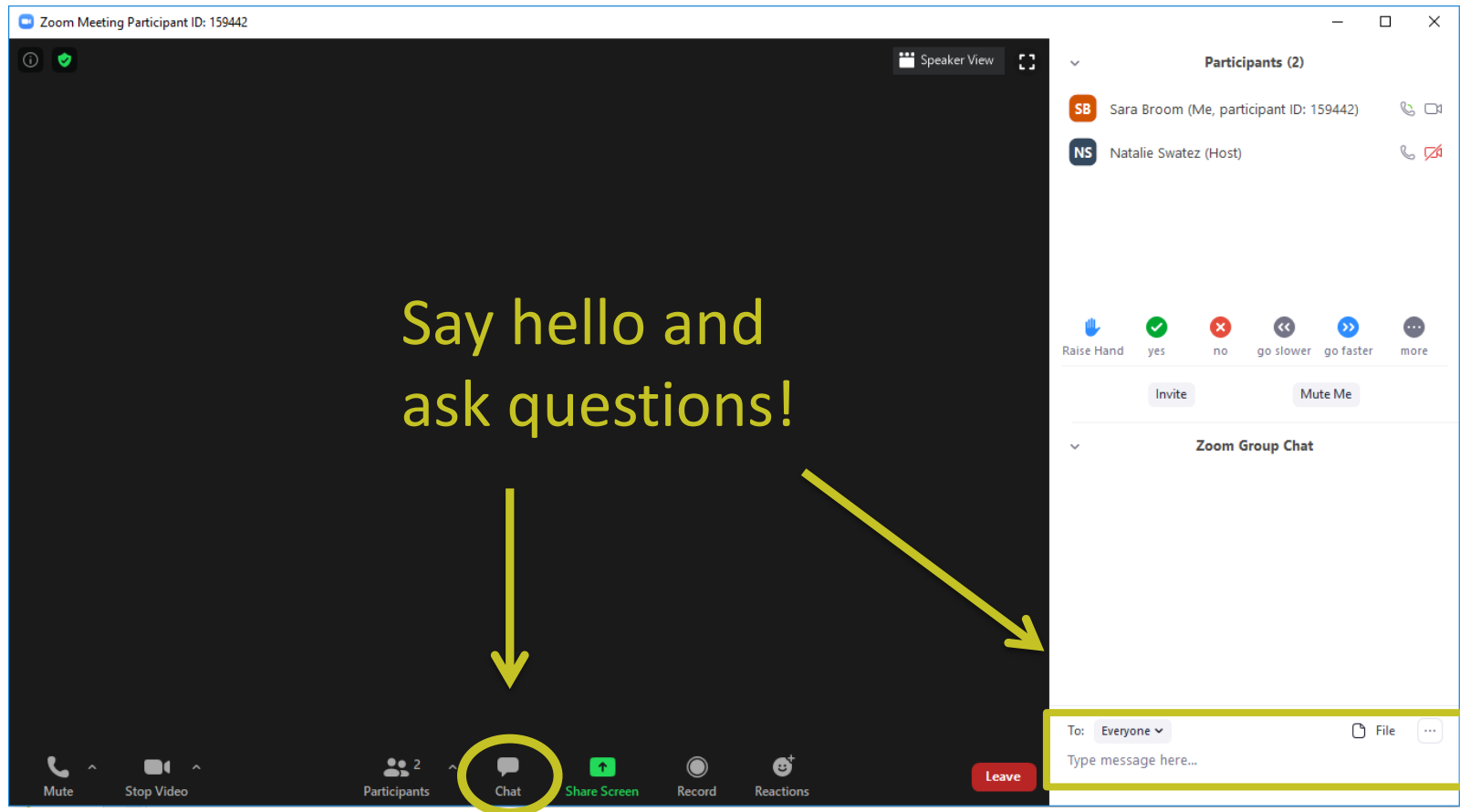
To: Everyone

Type message here...

Mute Stop Video Participants Chat Share Screen Record Reactions Leave



# Chat Box!



# Agenda

Time	Topic	Presenter
0800-0825	Welcome to LOUD in the ED!	LOUD Project Team
0825-0840	ED Experience of Buprenorphine-Naloxone Implementation	Dr. Andrew Kestler
0840-0855	OUD Care & the ED During COVID-19 <i>Breakout Rooms - Regional</i>	Dr. Melissa Allan
0855-0900	Break	
0900-0930	People-Centred Care	Reija Jean & Guy Felicella
0930-1020	Shared Purpose <i>Breakout Rooms – Teams/Sites</i>	LOUD Project Team Site Teams
1020-1030	Break	
1030-1120	Decision Support Tool <i>Breakout Rooms – Teams/Sites</i>	Dr. Sharon Vipler Site Teams
1120-1130	Recap, Regroup & Reminders - Closing	Project Team



# LOUD in the ED Faculty

Representing expertise from across BC and in Addiction Medicine, Emergency Medicine and Nursing, Pharmacy and People with Lived or Living Experience:

Andrew Kestler	Caleb Siegler
Cindy San	Emma Garrod
Erika Kellerhals	Guy Felicella
Hanke de Kock	Jane Mushta
Jason Wale	Laura Shaver
Melissa Allan	Sharon Vipler
Shawn Wood	Reija Jean





# Role of Faculty

- Representational province-wide expert group
- Identifies key change drivers and change ideas
- Links to existing resources and additional stakeholder groups
- Provide expertise, leadership and coaching throughout the Action Series
- Responds to emerging needs
- Guides final report



# Annotation Bar!

The screenshot shows a Zoom meeting window. At the top, a green status bar reads "You are viewing Natalie Swatez's screen". Below this, a "View Options" dropdown menu is open, with the "Annotate" option highlighted by a yellow box. A yellow arrow points from the text "Find annotation bar here!" to the "Annotate" option. The meeting interface includes a top bar with participant names "Sara Broom" and "Natalie Swatez", a central video area, and a bottom toolbar with icons for Mute, Start Video, Participants, Chat, Share Screen, Record, Reactions, and a red "Leave" button. On the right, a "Participants (2)" list shows "Sara Broom (Me, participant ID: 468390)" and "Natalie Swatez (Host)". Below the list are controls for "Raise Hand", "yes", "no", "go slower", "go faster", "more", "Invite", and "Mute Me". At the bottom right, there is a "Chat" section with a "To: Everyone" dropdown and a "File" button.

Zoom Meeting Participant ID: 468390

You are viewing Natalie Swatez's screen

View Options

- Zoom Ratio 50%
- Request Remote Control
- Annotate
- Follow Presenter's Pointer
- Side-by-side mode

Sara Broom

Natalie Swatez

Participants (2)

- SB Sara Broom (Me, participant ID: 468390)
- NS Natalie Swatez (Host)

Find annotation bar here!

Mute Start Video Participants Chat Share Screen Record Reactions Leave

Raise Hand yes no go slower go faster more

Invite Mute Me

Chat

To: Everyone

File

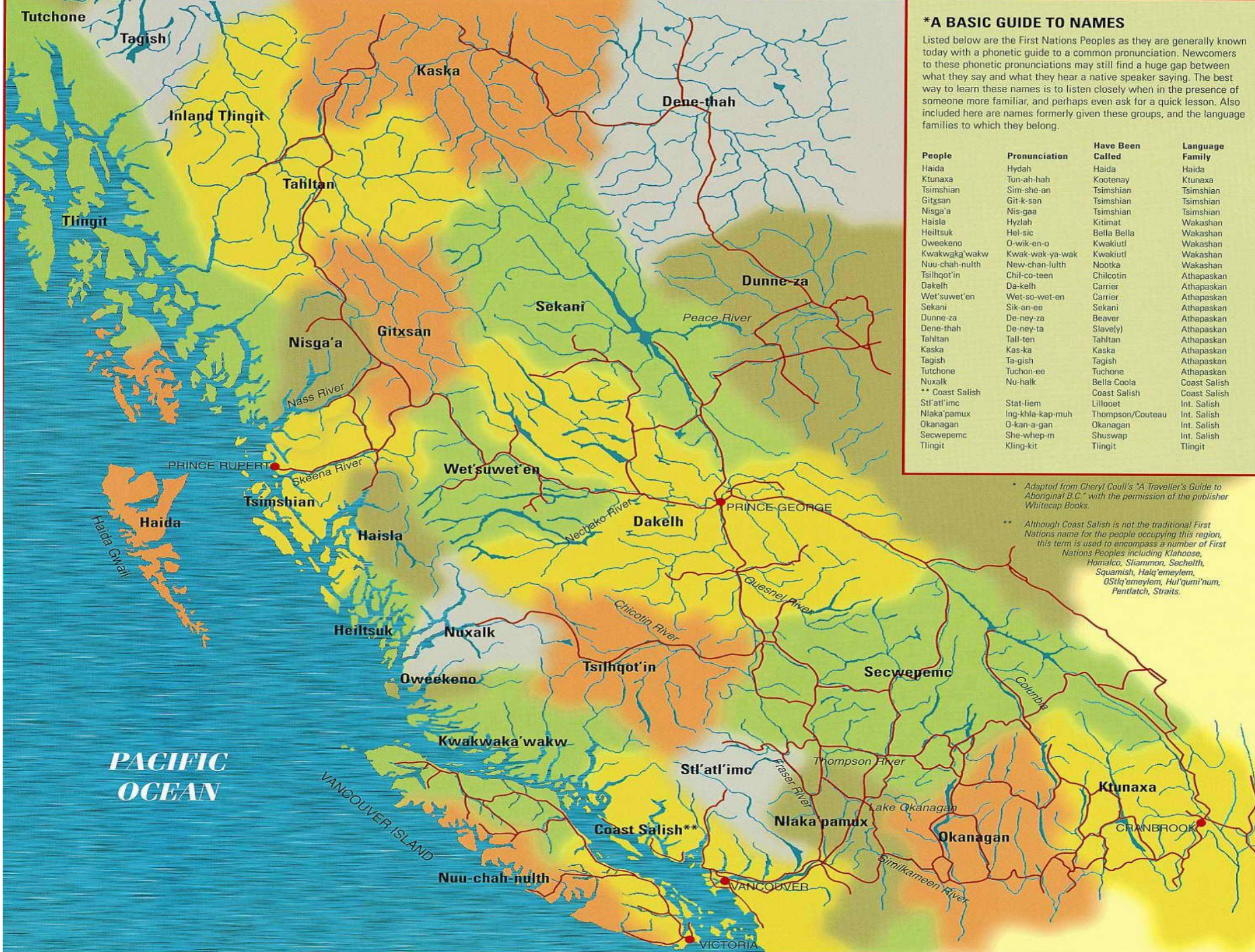


# Stamp Tool!

The screenshot shows a Zoom meeting window. At the top, the title bar reads "Zoom Meeting Participant ID: 468390" and "You are viewing Natalie Swatez's screen". Below the title bar, there are two participant names: "Sara Broom" and "Natalie Swatez". The main content area is a white canvas with a drawing toolbar at the top. The toolbar includes icons for Mouse, Text, Draw, Stamp, Arrow, Eraser, Format, Undo, Redo, Clear, and Save. The "Stamp" icon, which shows a checkmark, is circled in yellow, and a yellow arrow points to it from below. The word "Stamp!" is written in large yellow letters on the canvas. On the right side, there is a "Participants (2)" list showing "Sara Broom (Me, participant ID: 468390)" and "Natalie Swatez (Host)". Below the participants list are buttons for "Raise Hand", "yes", "no", "go slower", "go faster", and "more". There are also "Invite" and "Mute Me" buttons. At the bottom of the window, there is a "Chat" section. The bottom status bar includes buttons for "Mute", "Start Video", "Participants", "Chat", "Share Screen", "Record", "Reactions", and a red "Leave" button.









# Polls

Who are you?

Where are you calling in from today?



# Aim Statement

*To improve the experience of OUD care in the ED for people and providers, and to reduce the morbidity and mortality for persons with OUD in the ED by improving access and quality to evidence informed care, including the process and access to buprenorphine-naloxone.*



# Main Drivers of Change



## Clinical Decision Support Tools

*Developing best practices to inform order sets and guideline development*



## Clinical Education and Strategies

*Current trainings, culture change and opportunities*



## People and provider centered care

*Stigma, engagement and access*



## Connection continuum

*Bridging community and ED care*



# Project overview & Timeline





# Learning Sessions

- Recorded and posted to LOUD resource page
- Didactic content + networking + sharing resources
- Focus is on providing information and opportunity for connection





# Coaching Webinars

- Review of Action Period Work
- Focus on connections and dialogue
- Answer questions & networking
- Facilitators and faculty lead discussion & activities



# What is Action Period work?

- Review of webinar material
- Offer activities and suggested approaches as a starting point for reflection and application in local context
- Mix of individual and group activities
- Outlined in Action Period Guide (.doc) and Action Period Workbook (.ppt)
- Submit Action Period work for feedback, coaching and/or to discuss and share learnings at coaching sessions



# Dr. Andy Kestler



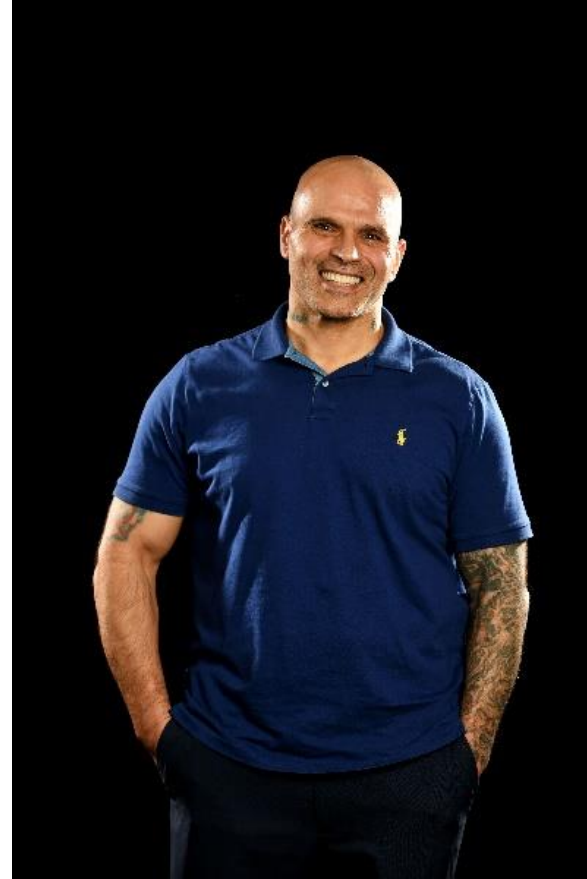


# Dr. Melissa Allan





# Reija Jean & Guy Felicella



# Shared Purpose

Building a Strong Team Together

# Objectives

1. Describe the importance of developing a shared purpose as a team.
2. Identify individual values that inform and drive your team values.
3. Create a shared purpose statement as a team.
4. Plan how to apply and integrate your shared purpose into team activities.



# Importance

- Shared purpose is what happens when a group of individuals align their belief systems or values with a common challenge, vision or goal.
- It's the “why” of change.
- Enables a team to discover why a change is important to them and the work they do.





# Example – Team-Based Care

- To deliver quality, person- and family-centred and collaborative care so that patients receive the right care, at the right time and in the right place, in a sustainable system with our values of effectiveness, appropriateness, respect, equity, efficiency, accessibility and safety at the core of what we do.
- To provide quality, person- and family-centered care every day with our values of teamwork, communication, compassion and honesty guiding us.



# Team Activity #1:

## Shared Purpose & Values

- You will be placed in break-out rooms with your teams
  - If you are solo on the call today, you will be paired with a facilitator or other solo participants
- Identify a facilitator, a note taker (who can share their screen) and who will submit the work to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca)
- Have the note taker open the Workbook PowerPoint presentation emailed out from loud@bcpsqc.ca
- The note taker should use the “Share screen” function at the bottom of Zoom once in the breakout room.
- Need help? Use the help button and a facilitator will come to you!



# Activity Overview

## 1) Introductions

- Name, clinical role and site(s), one thing you are proud of at work

## 2) Shared Values

- What are my personal values?
- What are our shared values?
- What is OUD care and why is it important?

## 3) Shared Purpose

- Putting it together in your Shared Purpose & Value Statement

Submit Team Shared Purpose to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by Nov 1



# What Do You Value?

Integrity	Ownership	Innovation
Boldness	Constant improvement	Quality
Trust	Leadership	Teamwork
Accountability	Diversity	Simplicity
Patient-centred	Continuous learning	Fairness
Passion	Equity	Humility
Helpfulness	Cooperation	Responsiveness
Accountability	Partnership	Commitment to excellence
Respect	Flexibility	Inclusion



# What Are the Values & Ambitions That We Have in Common that Align Us as a Team in Pursuing quality OUD Care?

Integrity	Ownership	Innovation
Boldness	Constant improvement	Quality
Trust	Leadership	Teamwork
Accountability	Diversity	Simplicity
Patient-centred	Continuous learning	Fairness
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# What is OUD Care and Why is It Important?

Person/Family with OUD	Provider	System



# Let's Create Our Shared Purpose

We are united to achieve:

Through our values of:



# Questions? What did you learn?

- Any groups courageously want to share their shared purpose in the chat box?
- Part 2: Create a Teamwork Agreement  
*(Optional)*

Please submit your shared purpose by Nov 1 to  
[loud@bcspqc.ca](mailto:loud@bcspqc.ca)



# BREAK!



# Dr. Sharon Vipler





# We want to hear from you...

- Now is the time to review this DST within your team for Activity #2
- The feedback collected through this activity will help shape the final version of this DST
- Please submit your feedback (in Activity #2) to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by November 1 for incorporation into the tool finalized by the BCCSU



# Team Activity #2:

## DST Baseline Activity

- Assess your current practices and baseline
- Provide input for the tool development
- Identify areas & topics of interest for upcoming coaching calls
- Identify coaching opportunities to share your strengths and approaches with other teams
- Your feedback will be incorporated into the final version prepared by the BCCSU



# Activity Overview

Using your existing processes as a reference, use stickies (or through a guided discussion) identify areas of the process you feel are currently in place in your ED practice (in *Alignment*). Note areas in your workbook.

- Repeat this process with *Challenges* and *Areas to explore or uncertainties*
- Identify next steps
- Need help? Use the help button to have a facilitator help walk you through your questions
- Submit your worksheet to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by November 1



# Next Steps

# Project overview & Timeline





# Learning Sessions

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# Coaching Webinars

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- Review of webinar material
- Offer activities and suggested approaches as a starting point for reflection and application in local context
- Mix of individual and group activities
- Outlined in Action Period Guide (.doc) and Action Period Workbook (.ppt)
- **Submit Action Period work Activity #1 & #2** for feedback, coaching and/or to discuss and share learnings at coaching sessions **by Nov 1**





# Coaching Calls

## Coaching Call #1

Wednesday, October 21 @1000 – 1100

Dr. Andy Kestler & Emma Garrod (CNE)

## Coaching Call #2

Wednesday, October 28 @ TBD

Cindy San & Katherin Badke



# Next Learning Session

**Clinical  
Education &  
Strategies**

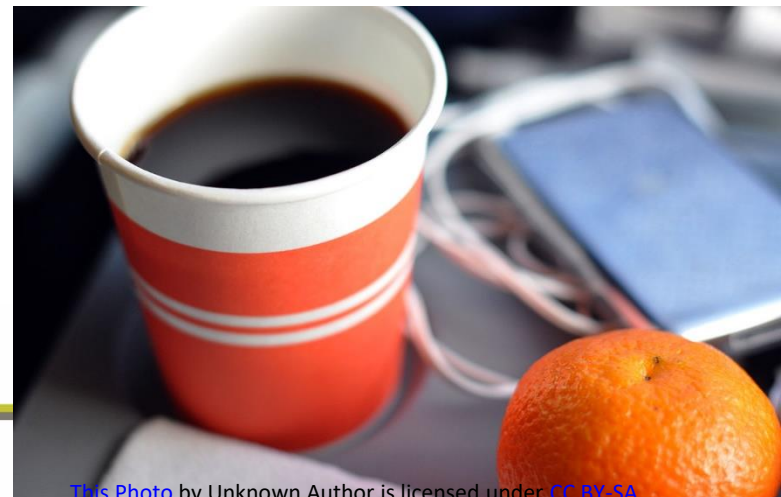
Thursday, November 5 @ 1100-1200

Amanda Giesler & Emma Garrod



# Connections – Randomized Coffee Trials

- Randomized (virtual!) coffee connections
- Sign up via email
- People are connected and can meet at their own convenience
- Monthly match-up
- Voluntary



# Follow-up email

- Link to the recording from today
- Links to resources and Action Period Guide & Workbook (posted on website)
- Invitations for Action Period 1 Coaching Calls
- Invitation to sign up for Action Period 1 Randomized Coffee Trial





# Questions?

We  Feedback!



Thank you!  
&  
Optional Team Time

