



# Leadership Webinar 6: Check-In

June 21, 2018



# Please note:

*This webinar is being recorded*

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# Your Clear team



**Kate Harris**, Improvement Advisor

**Sabrina Khan**, Project Coordinator



**Geoff Schierbeck**, Improvement Advisor

**Eric Young**, Health Data Analyst



**Dr. Chris Rauscher**, Clinical Lead

**Kevin Smith**, Director of Communications



**Dr. Ian Bekker**, Clinical Lead

**Leanne Couves**, Interim Clear Director



**Tom Majek**, New Director Coming Soon!

# Interacting in WebEx

The screenshot displays the WebEx meeting interface. On the left, a whiteboard contains the text 'Today's Tools:' followed by a numbered list: '1. Pointer' with a blue arrow icon, '2. Raise Hand' with a hand icon, '3. Yes / No' with checkmark and X icons, and '4. Chat'. On the right, the 'Participants' panel shows 'Speaking:' with 'Panelist: 1' (BCPSQC - 2 (Host, me)) and 'Attendee: 0'. Below the participants list is a toolbar with icons for 'Raise Hand', 'Yes', 'No', 'Smiley Face', 'Make Presenter', 'Audio', and 'Send'. A 'Send to:' dropdown menu is open, showing 'All Participants' selected, with a 'Send' button next to it. Red boxes highlight the pointer icon in the top toolbar, the 'Raise Hand', 'Yes', and 'No' icons in the bottom toolbar, the 'Smiley Face' icon in the bottom toolbar, and the 'Send to:' dropdown and 'Send' button in the bottom right.

Today's Tools:

1. Pointer →
2. Raise Hand 🙋
3. Yes / No ✓ or ✗
4. Chat

Participants

Speaking:

Panelist: 1

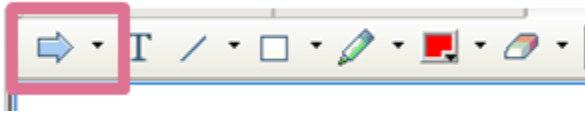
BCPSQC - 2 (Host, me)

Attendee: 0

Make Presenter Audio

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send... Send



# Who's Online?

- Aberdeen Hospital
- Augustine House/Haven House
- Beacon Hill Villa
- Bevan Lodge Residential
- Comox Valley Seniors Village
- Cumberland Lodge
- Dufferin Care Centre
- Elim Village, The Harrison/Harrison West
- Glacier View Lodge
- Good Samaritan Wexford Creek
- Gorge Road Hospital
- Guildford Seniors
- Heritage Square
- Jackman Manor
- Kamloops Seniors Village
- Kiwanis Village Lodge
- Louis Brier Home and Hospital
- Maple Ridge Seniors Village
- Nanaimo Seniors Village
- Nanaimo Traveller's Lodge (Eden Gardens)
- Peace Villa
- Powell River General Hospital
- Qualicum Manor
- Renfrew Care Centre
- Richmond Lions Manor Bridgeport
- Rosemary Heights Seniors Village
- Rotary Manor
- Royal City Manor
- Selkirk Place (Selkirk Seniors Village)
- Shorncliffe
- Simon Fraser Lodge
- Stanford Place
- The Pines
- The Residence at Morgan Heights
- The Residence in Mission
- Valhaven Rest Home
- Valleyhaven
- Waverly-Grosvenor House Ventures
- Willingdon Creek Village
- Woodgrove Manor
- Yucaita Lodge

**Don't see your name? Use the text tool to tell us in the Chatbox!**

# Learning Objectives

1. Discuss current state of Clear teams' progress
2. Provide an overview of why teamwork and communication is important in Clear and improvement work
3. Provide an opportunity for teams to ask questions to improvement advisors and other teams.
4. Identify ideas and critical factors to maintain momentum over the summer



# Check-In

Geoff S



# Clear Wave 3 Goals

- To **improve dignity for seniors** who live in long-term care with cognitive impairment through a focused collaborative and support for best practice care for Behavioural & Psychological Symptoms of Dementia (BPSD), leading to a **reduction in the use of antipsychotics** in this population; and,
- To build **improvement capability and capacity** in residential care



# What Do We Want to Achieve?

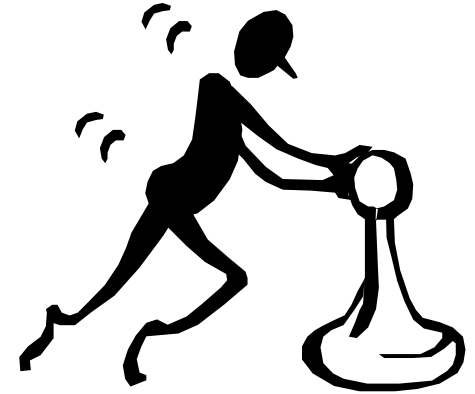
The provincial average for potentially inappropriate use of antipsychotics is 25.9%, which is above the national average of 21.8%.

**AIM:** To reduce the rate of antipsychotic use in residents without a diagnosis of psychosis in participating care homes across the province from baseline to the national average (21.8%) by the end of the Clear initiative.

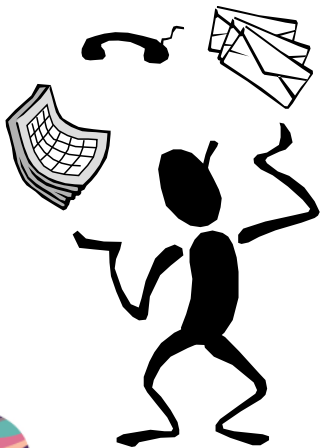
\*The percent figures are reported from CIHI for 2016-17 Q4 (adjusted rate).

# Active Improvement Teams

- 41 active teams
- 12 supporters
- Current rate of active teams is 32.6%



How do you feel about your Clear improvement work so far?



# Feedback

What is working?

What challenges are you experiencing?



# Teamwork & Communication: Why is this important?

Kathryn Proudfoot



# Upcoming Webinars

**June 14** – Teamwork & Communication Overview

**June 28** – Engaging in Effective Communication

**July 12** - Fostering Trust and Leadership

**August 2** – Navigating Conflict Successfully

# WHAT IS CULTURE?

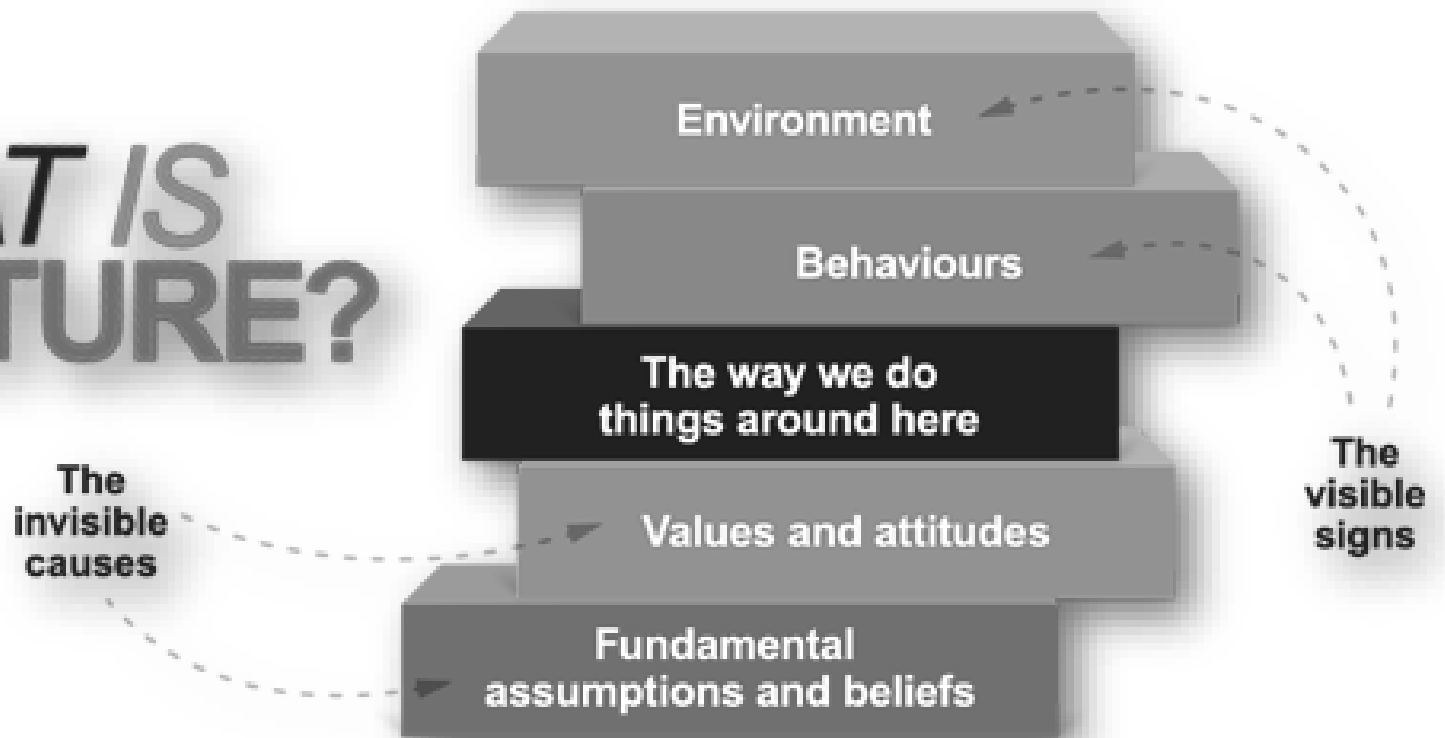


Image source: <https://blogs.hope.edu/getting-race-right/wp-content/uploads/sites/30/2014/09/What-is-culture.png>

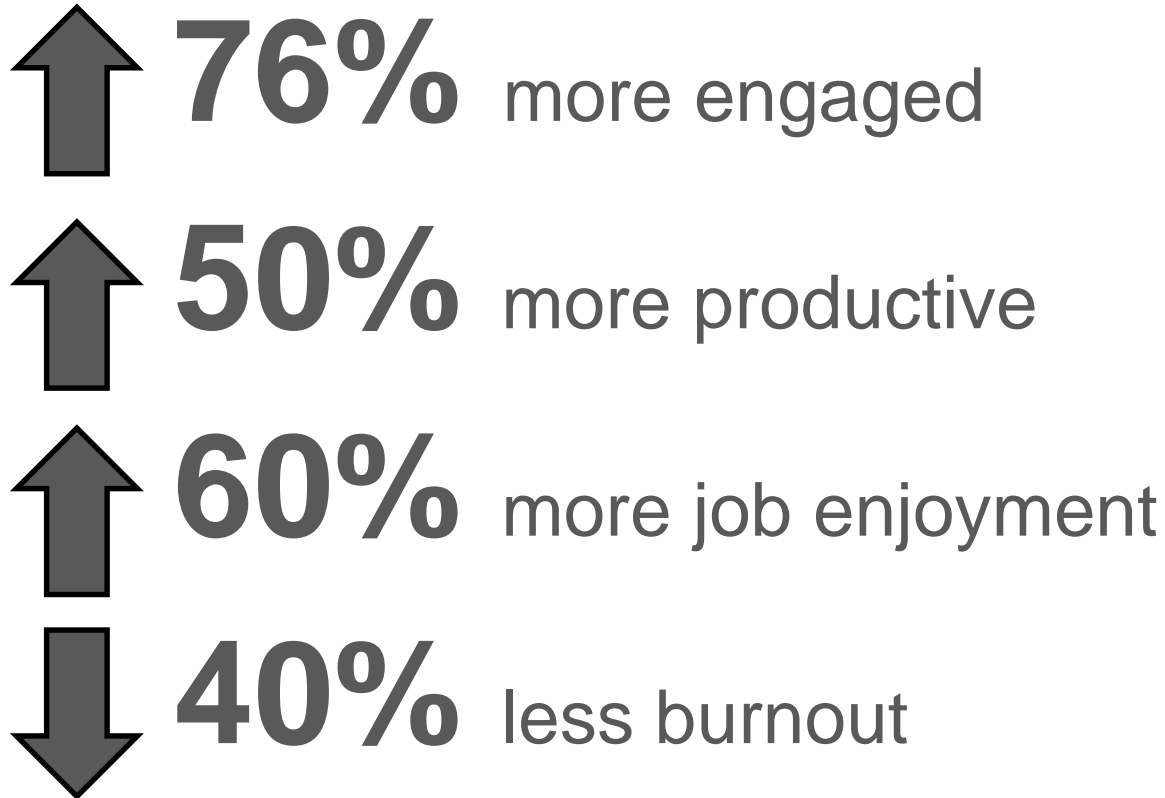
# Non-Technical Skills

- **Communication** was a causal factor in 43% of errors made during surgery
- Joint Commission identified that **communication breakdown** was the most common cause in 63% of adverse events

Gawande, 2003 | Joint Commission, 2004



# Why Does Culture Matter? Health Care Providers



Harvard Business Review, 2017

# Why Does Culture Matter?

- System outcomes:
  - Mortality rates
  - Transfer rates
  - Adverse events (i.e. medication errors)
- Clinical outcomes:
  - Pressure ulcers
  - Falls
  - UTIs

Braithwaite et al, 2017

# Questions?



# Supporting your Team During the Webinar Series

- Add ideas



# A Leader's Perspective

Joy Hall,

Director of Care, Augustine House  
Care Home



**Clear**



# Maintaining Momentum

Leanne Couves



# Tips & Tricks

## TRIZ exercise

How can we ensure that we DON'T maintain momentum over the summer?

# Action Planning:

In CHAT:

What is one thing you heard today  
that you may start to use?





# Regional Sessions Mark Your Calendars!

- Island Health (Nanaimo) Sept. 25
- Fraser Health (Langley) Oct. 2
- Vancouver Coastal (Vancouver) Oct. 3
- Northern Health (Dawson Creek) Nov. 2

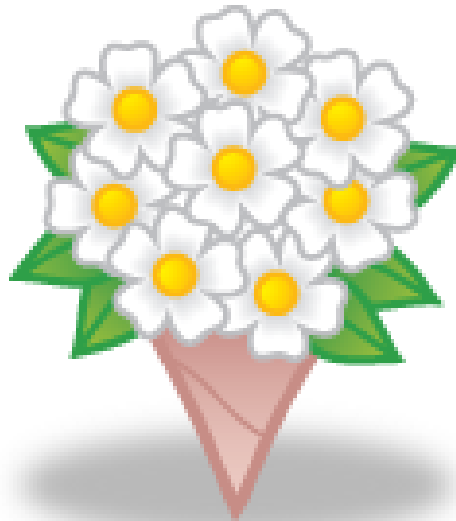


# Thank You

Participating Teams

Faculty

Support Team



# Evaluation!

Please complete the evaluation of the webinar after you close WebEx.

**FEEDBACK**