



QI TALK TIME

Building an Irish Network of Quality Improvers

Creating a Culture of Continuous Quality Improvement

1pm Thursday Oct 4th
2018

Connect

Improve

Innovate

Speaker

Jennifer Quaglietta is the Director of Patient Experience, Quality, and Patient- and Family- Centred Care at North York General Hospital (NYGH), and an Industry Affiliate with the Centre for Healthcare Engineering at the University of Toronto. Jennifer has developed a quality improvement framework that builds capacity and incorporates high reliability and effective change management – which is lived at the bedside. Most recently, Jennifer has led the development NYGH’s Patient- and Family-Centred Care Strategy – a unique approach to delivering patient-centred care.

A Certified Health Executive with the Canadian College of Health Leaders, Jennifer is a graduate of the Master of Business Administration program from the Rotman School of Management and Bachelor of Applied Science and Engineering program, both from the University of Toronto.

She is the recipient of the Canadian Patient Safety Institute’s 2017 Patient Safety Champion Award, Project Management Institute’s Kerzner Award, and the Ontario Public Service Award for Project Manager of the year



Instructions

- Interactive

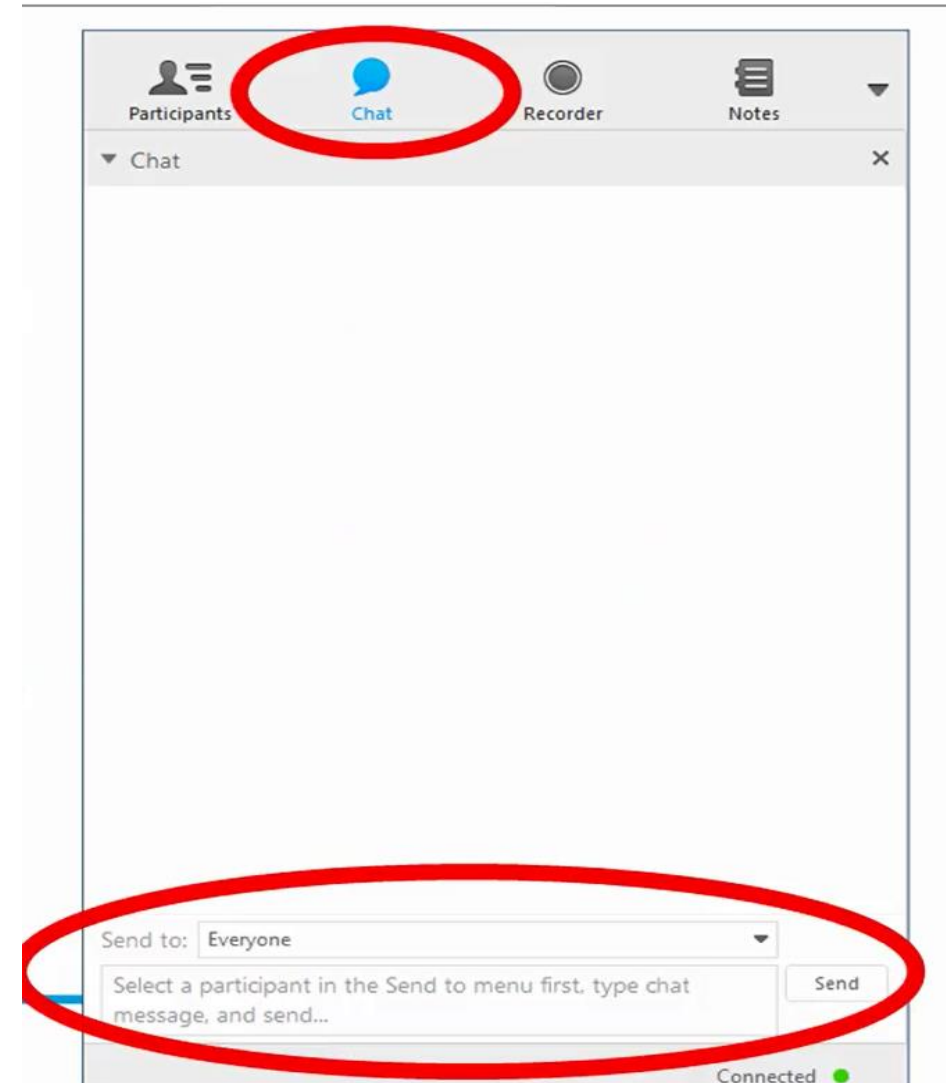
- Sound:

Computer or dial in:

Telephone no: 01-5260058

Event number:163 654 059#

- Chat box function
 - Comments/Ideas
 - Questions
- Keep the questions coming
- **Twitter: @QITalktime**

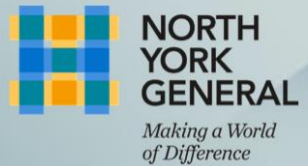




FROM FANTASY TO REALITY

CREATING A CULTURE OF CONTINUOUS IMPROVEMENT

AT NORTH YORK GENERAL HOSPITAL



JENNIFER QUAGLIETTA MBA, BAsC, PMP, CHE, LLSGB

Director, Patient Experience, Quality,
Patient and Family Centered Care



INTEGRATED CARE
IS BETTER CARE



IT
TAKES
A VILLAGE



“ MEASUREMENT IS CRITICAL- BUT IF WE FORGET THE STORIES, IT WILL MISLEAD US ”

Dr. Don Berwick

CANADA IS ABOUT
142 TIMES BIGGER
THAN **IRELAND**



CHALLENGES AND OPPORTUNITIES

14

Local Health
Integration Networks
In Ontario

1 in 3

Canadians don't
have access to
insurance,
medicines, dental

57%

of Rx drugs spending is
privately financed

LONG

wait times for
elective care

THE FUTURE IS UNCERTAIN

NEW GOVERNMENT

- **Fiscal constraint**
- **Transformation has start up costs**
- **Value**

SUSTAINABILITY

- **Legacy – Publically Funded System**
- **Change Management**

HEALTH HUMAN RESOURCES

- **Staffing models**
- **Burnout**

QUALITY

- **“Hallway Medicine”**
- **‘Right Care, Right Place, Right Time’**

AGING, COMPLEX POPULATION

- **Aging Demographics**
- **Shift care closer to home**
- **Chronic Disease Management**

SHIFTING LEFT TO REDUCE COST AND IMPROVE QUALITY OF LIFE





PATIENT IS
FIRST & AT
THE CENTER

EXCELLENT CARE FOR ALL ACT



CONTINUOUS
IMPROVEMENT



PROVIDE
QUALITY AND
VALUE



2ND SESSION, 39TH LEGISLATURE, ONTARIO
59 ELIZABETH II, 2010

2^e SESSION, 39^e LEGISLATURE, ONTARIO
59 ELIZABETH II, 2010

Bill 46

*(Chapter 14
Statutes of Ontario, 2010)*

An Act respecting
the care provided by
health care organizations

Projet de loi 46

*(Chapitre 14
Lois de l'Ontario de 2010)*

Loi relative aux soins
fournis par les organismes
de soins de santé

“The people of Ontario and their Government share a vision for a Province where excellent health care services are available to all Ontarians, where professions work together, and where patients are confident that their health care system is providing them with excellent health care” (preamble, ECFAA).



BEST
EVIDENCE-
BASED
PRACTICES



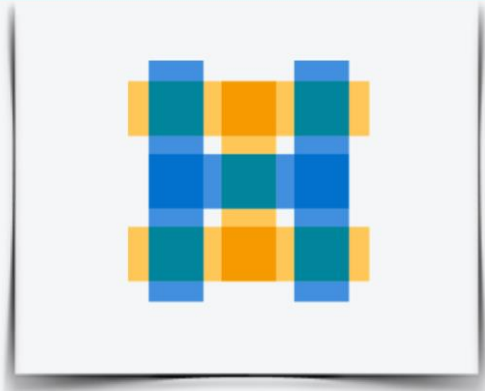
IT ISN'T THE MOUNTAINS AHEAD TO CLIMB
THAT WEAR YOU OUT;
IT'S THE PEBBLE IN YOUR SHOE

-Mohammad Ali



400,000+
POPULATION SERVED

OUR HOSPITAL



214,000
OUTPATIENT CASES PER YEAR



124,000
ED VISIT PER YEAR



31,000
INPATIENT CASES PER YEAR

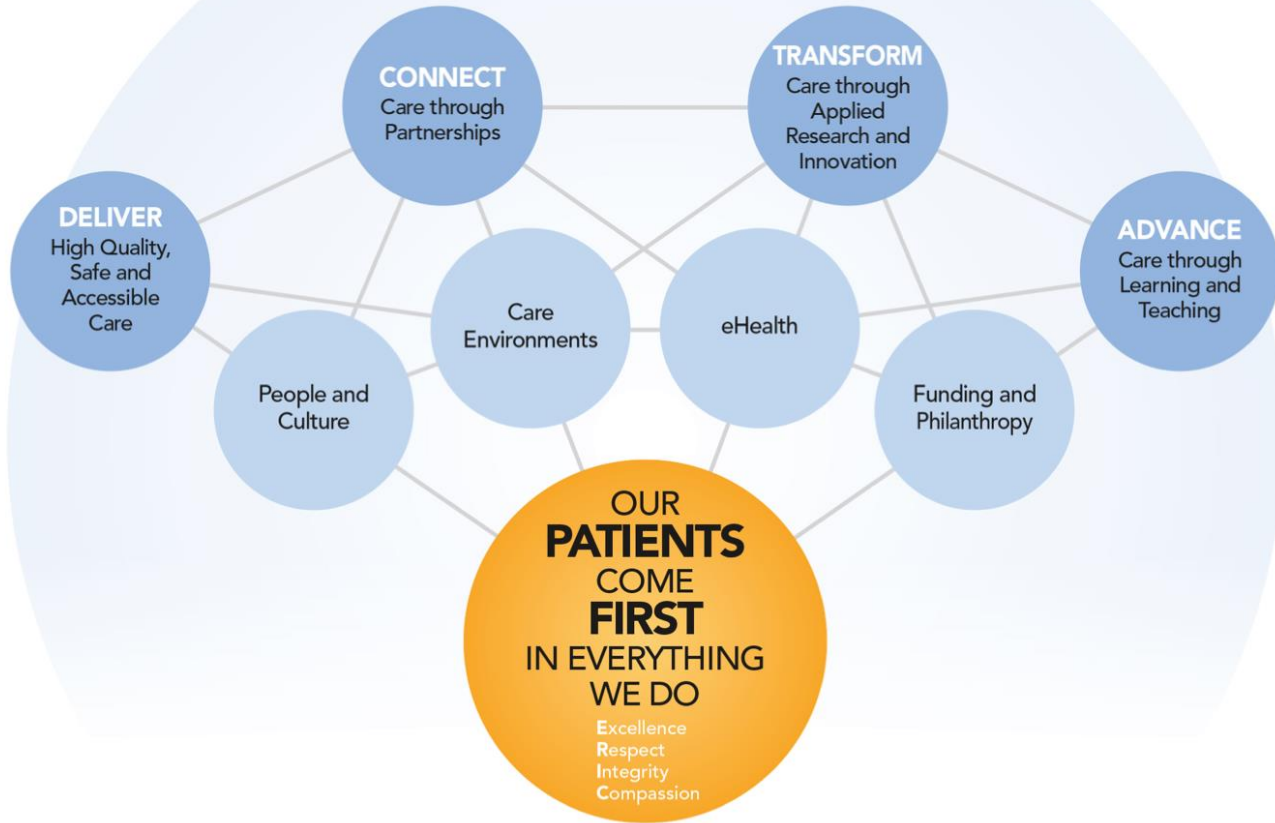


5,800
BIRTHS PER YEAR

2015-2019 STRATEGY

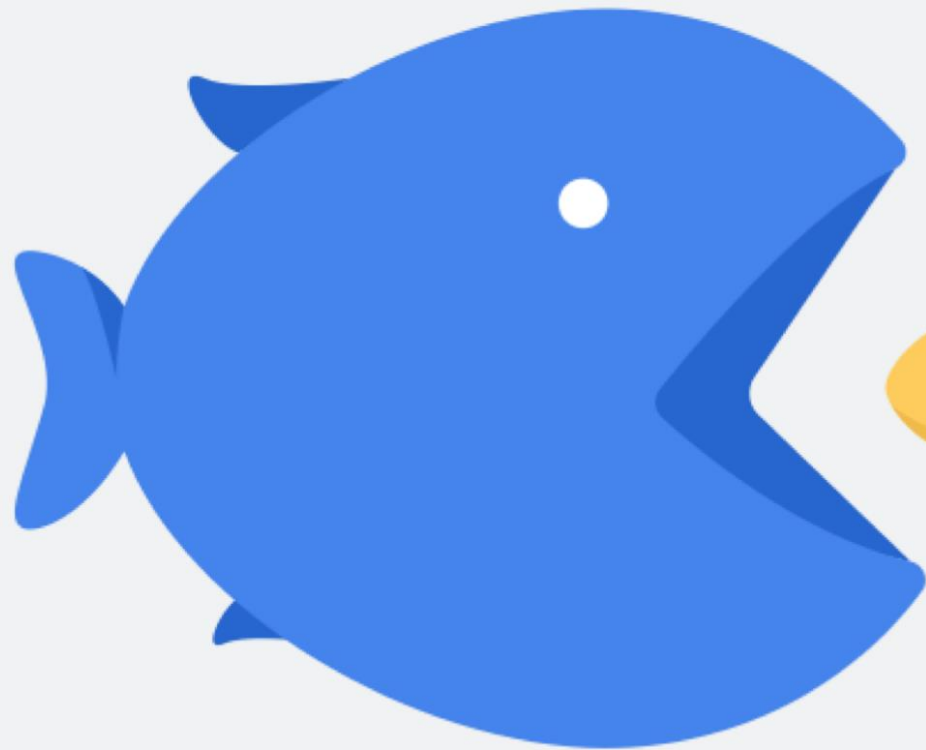


VISION:
Excellence in integrated patient-centred care through learning, innovation and partnerships



MISSION: **Providing exceptional health care to our diverse communities**

LEADERSHIP
COMMITMENT



CULTURE EATS
STRATEGY
FOR BREAKFAST

PETER DRUCKER

A CULTURE OF EXCELLENCE



PATIENT AND FAMILY CENTRED CARE

Inaugural Minister's Medal, Patient and Family Advisor

A HEALTHY ORGANIZATIONAL CULTURE OF:

- CURIOSITY
- INCLUSION
- SERVICE EXCELLENCE



AWARDS

- **Canada's 10 Most Admired Corporate Culture Award** – Waterstone Human Capital
- **Gold Quality Healthcare Workplace Award** – Ontario Hospital Association
- **Bronze Mental Health at Work Award** – Excellence Canada
- **Canadian Patient Safety Champion Award**: Never Events, 2017



CARE INTEGRATION PROGRAMS

- **HealthLinks** – complex care
- **Integrated Funding Models** – COPD and CHF
- **Integrated Care Collaboratives** – breast cancer, hip and knee surgery



eHEALTH LEADERS

- **HIMSS Davies Enterprise Award of Excellence, 2016**
- **HIMMS Level 6**
- **Development of Canada's CPOE Toolkit**

Embrace Health Quality

A health system with a culture of quality is . . .

Safe

Effective

Patient-centred

Efficient

Timely

Equitable

...stays true to these principles

Commits to ongoing quality improvement

Achieves healthy populations

Ensures accessibility for all

Partners with patients

Balances priorities

Uses resources wisely

... and can only happen when we

- Engage patients and the public
- Redesign the system to support quality care
- Help professionals and caregivers thrive
- Ensure technology works for all
- Support innovation and spread knowledge
- Monitor performance with quality in mind
- Build a quality-driven culture

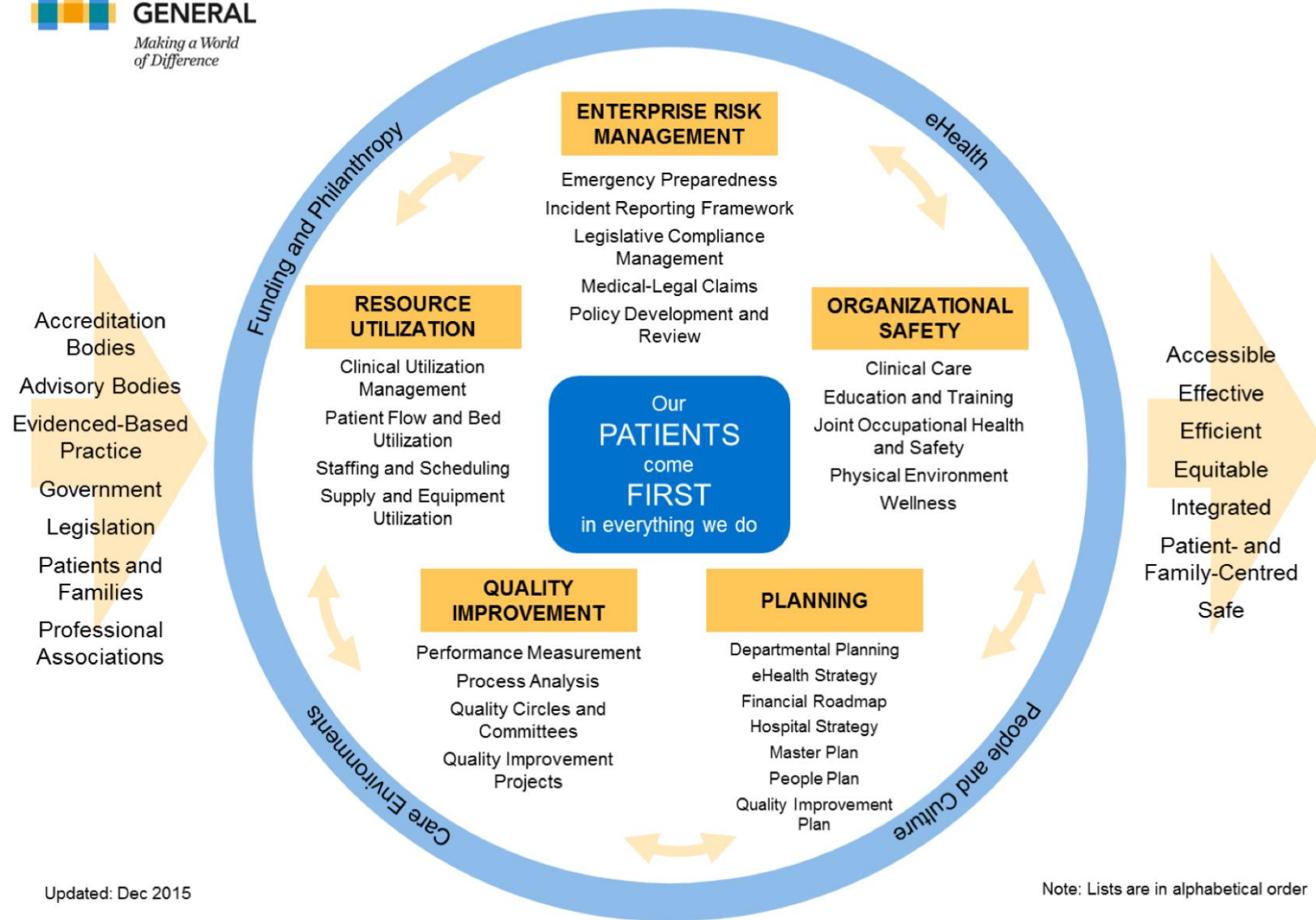
A just, patient-centred health system committed to relentless improvement. Let's make it happen.

REMAIN CONSISTENT WITH SYSTEM GOALS

EVERYONE'S
VOICE
MATTERS



NYGH Integrated Quality and Safety Framework



Updated: Dec 2015

Note: Lists are in alphabetical order



CORPORATE STRATEGY

SENIOR LEADERSHIP TEAM

ALIGN TO A SHARED VISION

ACCOUNTABILITY AGREEMENTS

QUALITY DASHBOARD

COLLABORATE
AND SHARE



JOINT CENTRES

TRANSFORMATIVE HEALTHCARE INNOVATION

Working together to improve our quality, safety and performance.



ACCESS TO RELIABLE DATA



BRING QI TO BEDSIDE



SECTOR ARB000
ARBORETUM

SECTOR ARB01
CREW QUARTERS

SECTOR ARB02
DEEP STORAGE

DATA MODULES BAY
S-SECTOR 123Z

ZERO-G UTILITY
TUNNELS

MAGNETOSPHERE
S-SECTOR A88

SECTOR LOB01
SHUTTLE BAY

SHUTTLES ACCESS
S-SECTOR 6455

SECTOR LOB02
NEUROMOD
DIVISION

SECTOR LIF000
LIFE SUPPORT

ESCAPE PODS
S-SECTOR ESP-02

SECTOR LIF02
POWER SOURCE

REACTOR ROOM
S-SECTOR 554F

HIRE OUTSIDE THE BOX



WARE LABS
SECTOR LOB04
CURRENT- KLETKA CONTAINMENT UNIT
KLETKA ANCHORS
Sheet 8 through 13

10 and modules sh20, 24 to 30
ARB000 and modules sh 30 to 38

MASTER ELECTRICAL SHEET 2 OUT OF 51 SHEET		THIS COMPONENT OF THE AXIOM PROGRAM MUST NOT BE ALTERED WITHOUT PRIOR PERMISSION	DO NOT SCALE
proj #	AXI-000056		
date	12.1963		
name	GREY and CO engineering		

PARTNER
WITH
ACADEMIA



20 STUDENTS
10 PROJECTS

EMPOWER
PATIENT
ADVISORS

CHOOSE WISER

with a Patient Advisor

Choosing Wisely Patient Advisors Videos

The project aims at capturing and disseminating the patient advisors voice in a way that can better inform decision-makers about patients' needs and concerns more effectively, encourage conversation between patients and clinicians, and spark discussions around patient experience with Choosing Wisely.



"I felt
I was a part of
my own care."

"It took
away a lot of
stress and I felt
empowered and
part of the
decision"

"It's great to
be able to feel I can
have a conversation
with my physician about
the most appropriate
test so that I know I
am choosing
wisely."



ACKNOWLEDGE
CHAMPIONS

CELEBRATE SUCCESS



BACK TO TOBY

INTEGRATION

Providing comprehensive services designed to patient's need

COORDINATION

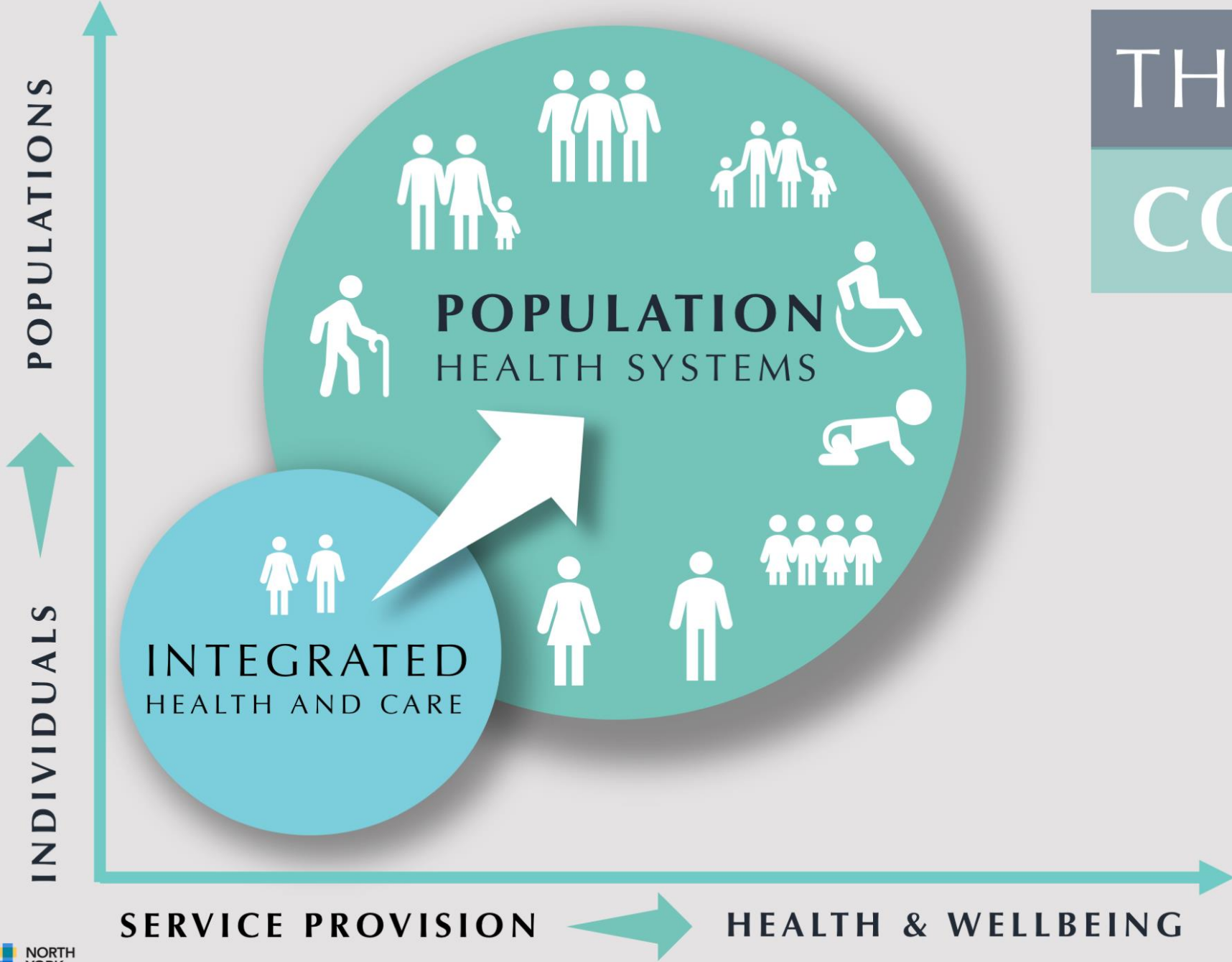
Managing transition & sharing information

LINKAGE

Referring patients to the right service

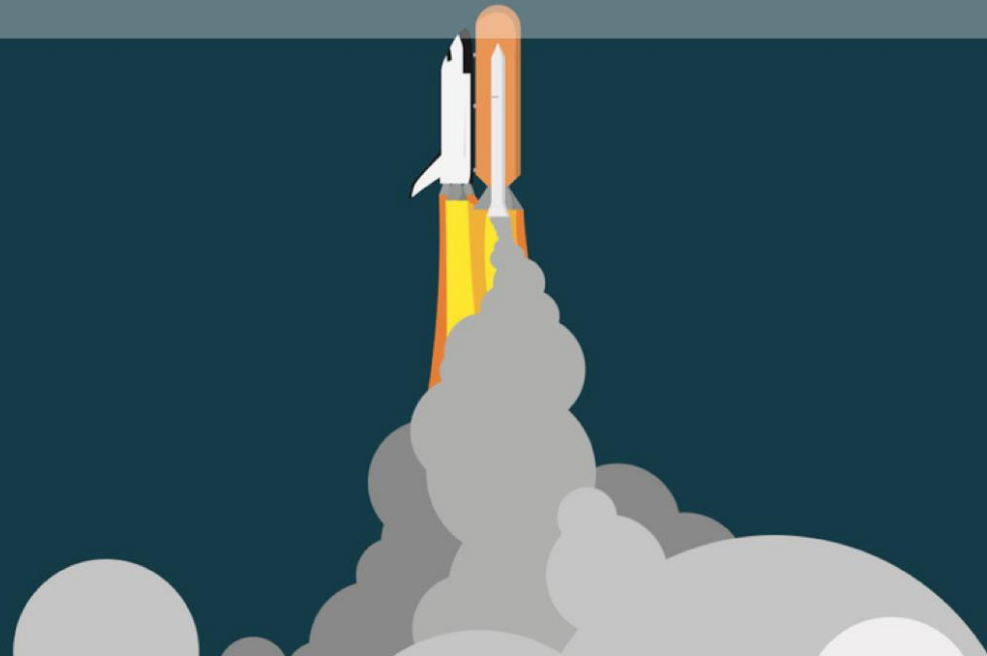
THE JOURNEY

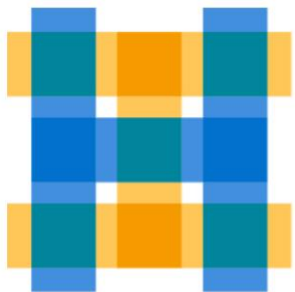
CONTINUES





TO INTEGRATION AND BEYOND





**NORTH
YORK
GENERAL**

*Making a World
of Difference*

THANK
YOU



JENNIFERQUAG



JENNIFER.QUAGLIETTA@NYGH.ON.CA



LINKEDIN.COM/IN/JENNIFER-QUAGLIETTA/

JENNIFER QUAGLIETTA MBA, BAsC PMP, CHE, LLSGB

Director, Patient Experience, Quality,
Patient and Family Centered Care

Helpful links

Framework for Improving quality

www.qualityimprovement.ie

Improvement Knowledge
and Skills Guide

<http://www.hse.ie/eng/about/Who/QID/aboutQID/>



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@QITalktime

Missed a webinar – Don't worry you can watch recorded webinars on HSEQID QITalktime page

Next QI Talktime:

Tuesday 16th October 1pm : PPG's and Quality Improvement
Speaker: Brid Boyce, Quality Improvement Division HSE

Thank you from all the team @QITalktime

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Noemi.palacios@hse.ie



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