

Spirit of Mamawetan

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Together in Wellness

April 23, 2013



Special Health Care Quality Summit edition

The third annual Health Care Quality Summit was held in Regina on April 10 & 11, 2013, with a pre-summit workshop on the topic of building contagious commitment for change held on April 9.

Through a variety of presentations, panel discussions and displays, participants were able to learn about improvement initiatives in health care.

As usual, a number of staff and board members attended, but this year, the Mamawetan Churchill River Health Region collaborated with the Health Quality Council to sponsor two patients to attend, as well. **We're grateful they have shared their insights for this issue.**

More information on this year's Summit can be found at:

www.qualitysummit.ca



Patients Included



Elaine Greschner, La Ronge

"A smile, a kind word, a touch on the arm, and some empathy for the patient can go a long, long way in making a patient's life a little easier." That's Elaine Greschner's message to health care providers.

Elaine was one of 60 patients who attended the Health Care Quality Summit and she appreciated the opportunity to meet presenter Dave deBronkart. "His idea to seat the patients in the front of the room with the rest of the attendees around them provided an effective visual of the way health care should be," she said.

The keynote address by Dave deBronkart (also known as e-Patient Dave) was titled "Let Patients Help: The Most Under-used Member of the Health Care Team". He says that e-Patients are Empowered, Engaged, Equipped, Enabled and Expert. He encourages patients and health care providers to take a collaborative approach.

For Donna Champagne, who also wore one of the green badges that identified patient participants at the Summit, it is clear that health care providers have an opportunity to learn more from patients and patient groups about what matters to them. "Consider how best to learn from them and incorporate that learning into processes that affect patients. Care will be improved for everyone in this process," said Donna. Her message is "Ask the patient, listen to the patient, believe the patient, and do not assume that the patient knows less about what they need or want than the provider does."

When patients end up in the Emergency Room unable to speak for themselves, though, Elaine is encouraged that work continues on electronic health records.

"I cannot wait for the day when, as an ER patient, I can trust that the doctors will be able to bring up a file containing all my medical information," she says.



Donna Champagne, Denare Beach

Poster presentation



The process of identifying "pain points" such as heavy, dirty laundry bags, searching for tools in the shop, or searching for ingredients in the freezer was the catalyst for establishing "daily visual management" in the Facilities and Operations department at the La Ronge Health Centre. Ken Samoleski, Power Engineer, shared the team's efforts at the Summit. "Measurement is vital," the poster declares.

20-20

Sharing Their Vision

Dr. Sean Groves of La Ronge was one of five physicians at the Summit who presented their answers to the question:



"What is possible in health care?"

Using 20 PowerPoint slides, and taking only 20 seconds to speak on each of them, Dr. Groves spoke about the expansion and support of rural medicine in the province, using the "hub and spoke" model in La Ronge as an example. Sharing a personal family story, he touched on approaching innovation and change in health care and working it into a rural setting.

Watch for slides of all the presentations on the website: www.qualitysummit.ca

Twitter: #qs13

Twitter followers were able to join the Quality Summit conversation by using the hashtag #qs13.

Following Dr. Groves' presentation, Executive Assistant Kim Vancoughnett tweeted what stuck with her: "Tell your story. Inspire change!"

If you have a Twitter account, you can go to www.twitter.com for the entire feed.

Learnings and Insights

As a first time Summit participant, Board member Les Oystryk left with the realization that "a shared purpose and deep desire and commitment is so very important for everyone involved with our provincial health care system."

Change

Board member Marlene Barzeele, also attending for the first time, learned that change does not happen with compliance; change happens with commitment. It is important to state a collective goal that everyone can aspire to. It is commitment to a common purpose that creates energy for delivery. "You can't impose anything on anyone and expect them to be committed to it," is the message she got from presenter Helen Bevan.

Bevan's message also resonated with CEO Andrew McLetchie. She spoke of the need for building a "fire within" (burning ambition), not just a "fire below" (burning platform). A video by Peter Fuda that illustrates this well is available for viewing on YouTube:

<http://www.youtube.com/watch?v=Tfn6vD4yyC4>

Patient Involvement

There was great emphasis on involving patients in the Summit.

"The participation of these patients is a very strong indication that patient involvement is becoming increasingly important and having their stories shared at all levels of our Health Care System, and in all interactions we have with them, so that the best care possible is achieved," said Les.

Andrew agreed. "I think the patient involvement allowed for a broader discussion on the role that patients can play in improving both the system and the care they receive," he said. Patients are expecting to be engaged, and there are benefits to working with patients, he added.

Basic to Intermediate Northern Air Medevac Service



Andrew McLetchie, Chief Executive Officer, and Kim Ann Bell, Emergency Preparedness Coordinator, hosted an "improvement story" session at the Summit that focused on the "Better Care" for residents of the region since the introduction of the Basic to Intermediate Air Medevac service in 2010.

Through a contract with Transwest Air, and a sub-contract with La Ronge EMS, over 3500 flights have benefited patients by providing them with better access to needed health care services.

Quality Quotes

(with thanks to Board member Marlene Barzeele for her diligent note-taking at the Summit)

"Transformation is not a matter of intent. It is a matter of alignment."

Peter Fuda

"You get the best efforts from others not by lighting a fire beneath them, but by building the fire within."

Bob Nelson

"Money incentives do not create energy for change; the energy comes from connection to meaningful goals."

Ann-Charlotte Norman

"If we did all the things we are capable of doing, we would literally astonish ourselves."

Thomas Edison

"We may have all come on different ships, but we're in the same boat now."

Martin Luther King, Jr.