



# CLINICAL CARE MANAGEMENT

WHAT IS IT AND HOW IS IT SUPPORTED IN BC?

Meeting Your Goals for Preventing VTE  
March 18, 2011



BC Patient Safety  
& Quality Council



## Imagine a system ...

- High quality care that achieves the best clinical outcomes through the incorporation of evidence-based practice.
- Partnerships between healthcare providers and patients, resulting in patient-centered care.
- Equitable and consistent care across all sectors of the health system.
- Optimal health and living across all dimensions of care, from prevention to end of life.



## Built Upon ...

- A culture that fosters a learning environment to drive quality improvement and patient safety.
- Strong clinical involvement at both the grassroots and leadership level.
- Interdisciplinary teams as the foundation for the provision of care.
- Care designed around the patient and simple to navigate.



# CCM Is Our Opportunity ...

*To improve the quality of patient care in BC through a well-supported system-wide approach to establishing, promoting implementation of, and reporting out on evidence-based clinical best practices.*



# Principles

- Patient-centered and multidisciplinary
- Integrated across the entire continuum of patient care
- Supports provision of care in the most appropriate care setting
- Accounts for local and regional contexts
- Leverages and harmonizes existing networks, structures, initiatives and expertise
- Adopts a continuous improvement approach



## Scope (2010/11)

1. Surgical Site Infection and Surgical Checklist
2. Medication Reconciliation
- 3. Preventing VTE**
4. Stroke
5. Heart Failure
6. Sepsis
7. Hand Hygiene
8. Care of Critically Ill and Ventilated Patients



## Continuing Your Improvement Journey

- Engaging others to improve quality of care
- Utilizing quality improvement tools and techniques to support service delivery change through implementing best practices
- Working within a local context
- Continuous data to measure
- Energy and momentum for change





# BCPSQC ROLE IN CCM

SUPPORTING PROVINCIAL IMPLEMENTATION

January 25, 2011



BC Patient Safety  
& Quality Council





## Purpose

...BC Patient Safety & Quality Council is to *provide advice and make recommendations to the Minister* on matters related to patient safety and quality of care, and to bring health system stakeholders together in a *collaborative partnership* to promote and inform a *provincially coordinated, innovative, and patient-centered approach* to patient safety and quality improvement in British Columbia.



*Bring a provincial perspective to patient safety and quality improvement activities.*

*Facilitate the building of capacity and expertise for patient safety and quality improvement.*

**Strategic Directions**

*Support health authorities and other service delivery partners in their continuing effort to improve the safety and quality of care.*

*Improve transparency and accountability to patients and the public for the safety and quality of care provided in BC.*



## Role of BCPSQC in CCM

- Change management support at the provincial level
- Foster and promote research and sharing of the learning across the province
- With Secretariat, prepares quarterly report on progress to go to CCM Steering Committee
- Collaborates with the Clinical Expert Groups and Health Authorities to develop tools, resources, etc to support implementation
- Identifies barriers/issues to be addressed at a provincial level and brings these issues forward to the CCM Steering Committee
- Examine and evaluate implementation progress at the provincial level



# Improvement Triad





## The Role of the Improvement Triad

- Develop resources, strategies and plans for specific clinical improvement efforts
- Develop and provide recommendations on appropriate measures
- Review quarterly reports and provide additional context to the CCM Steering Committee
- Help problem-solve around provincial-level barriers to implementation progress from a clinical standpoint
- Provides cross-regional perspective as implementation moves forward



## How We (BCPSQC) Will Help You

- Education (e.g., webinars, workshops, Collaboratives, Quality Academy)
- Measurement/data collection issues (e.g., data presentation, how to audit, etc)
- Develop strategies to support engagement – connecting this opportunity with hearts and minds to build motivation and energy
- Site visits (where requested for coaching, physician engagement through Clinical Leads)
- Address key enabling factors (e.g., provincial policy, networks, communities of practice, etc)



**Want to Learn More?**

[www.bcpsqc.ca](http://www.bcpsqc.ca)





**QUESTIONS?**