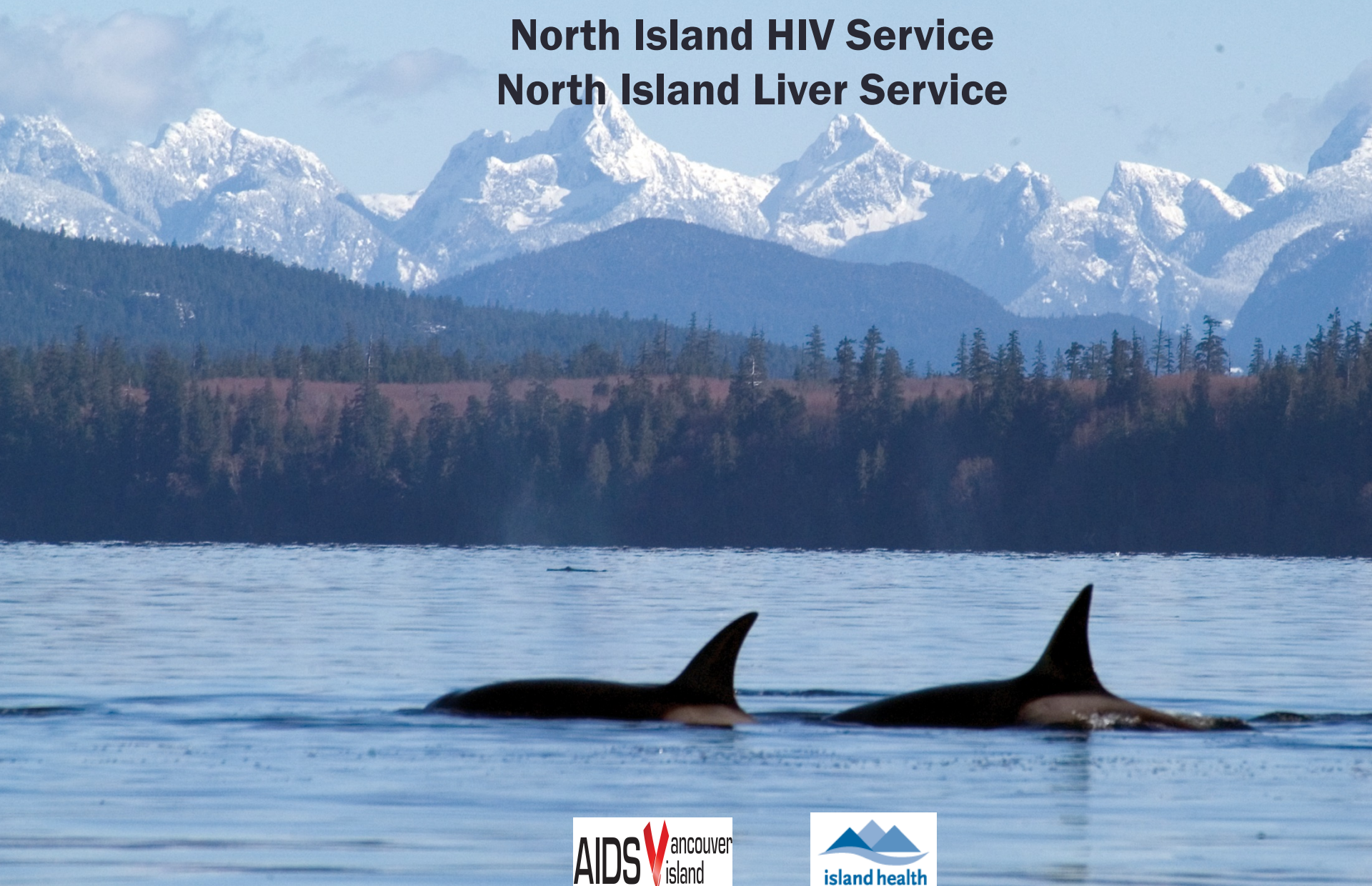


IMPLEMENTING QUALITY IMPROVEMENT INTO PRACTICE:

Jennifer Block, RN
PWNI

Positive Wellness North Island

North Island HIV Service
North Island Liver Service

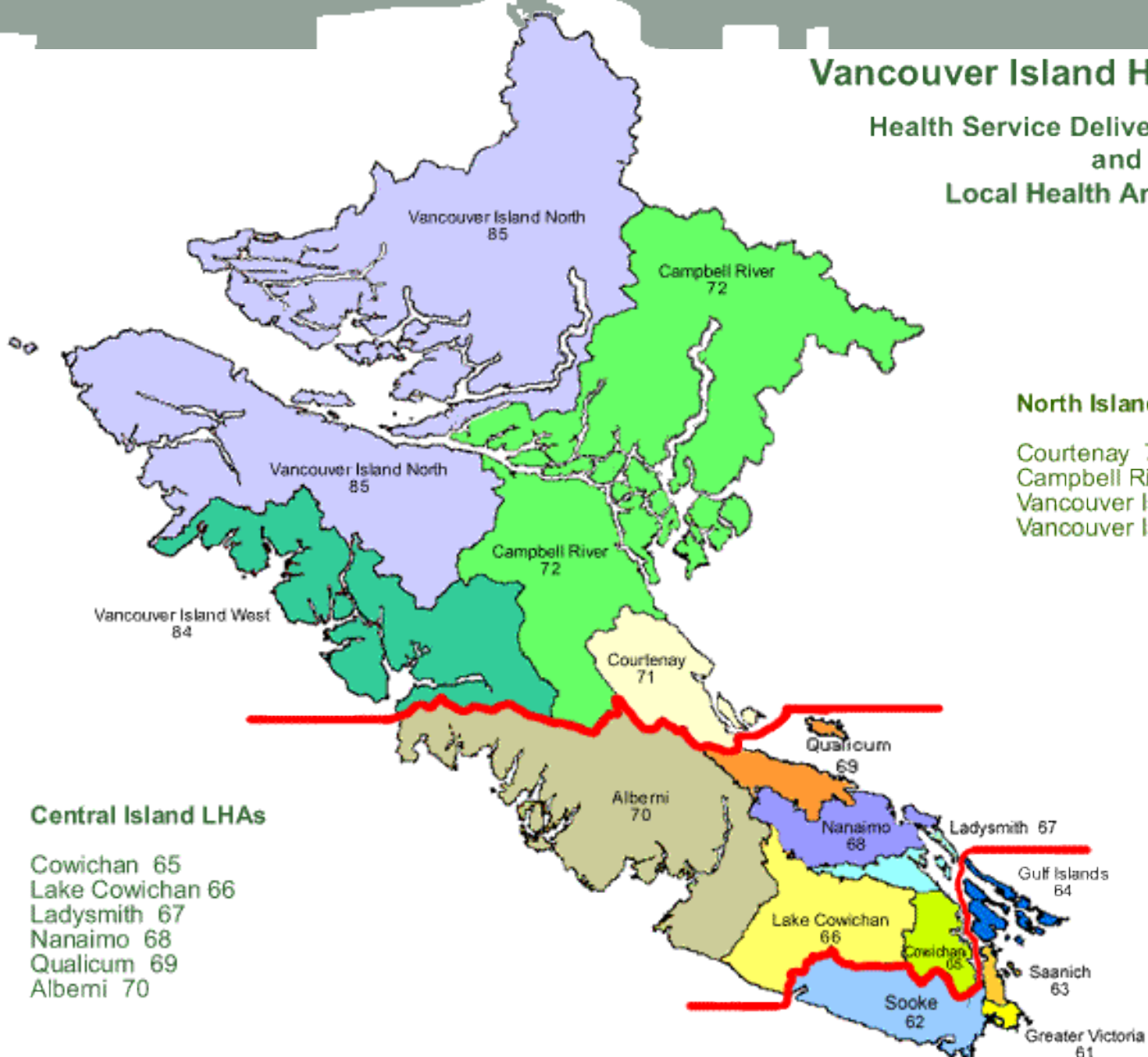


PWNI Team

- RN's and NP's
- Physician Specialists
- AIDS Vancouver Island (AVI)
- Mental Health & Substance Use Services
- Administration

Vancouver Island Health Authority

Health Service Delivery Areas (HSDA) and Local Health Areas (LHA)



North Island LHAs

Courtenay 71
Campbell River 72
Vancouver Island West 84
Vancouver Island North 85

Central Island LHAs

Cowichan 65
Lake Cowichan 66
Ladysmith 67
Nanaimo 68
Qualicum 69
Alberni 70

South Island LHAs

Greater Victoria 61
Sooke 62
Saanich 63
Gulf Islands 64

HIV Collaborative:

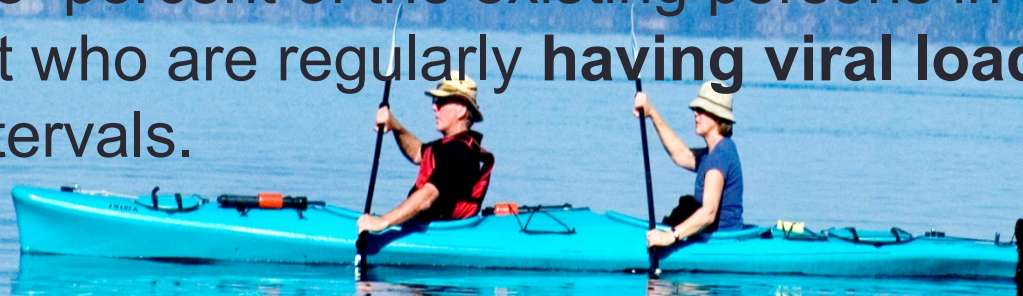
- Aim statement – What are we trying to do?
 - How are we going to do it?
 - How will we measure the change?
-
- How did we get into this?
 - We have to talk about our work with all these people?
 - We have to use a new database?
 - More meetings?!

Aim Statement

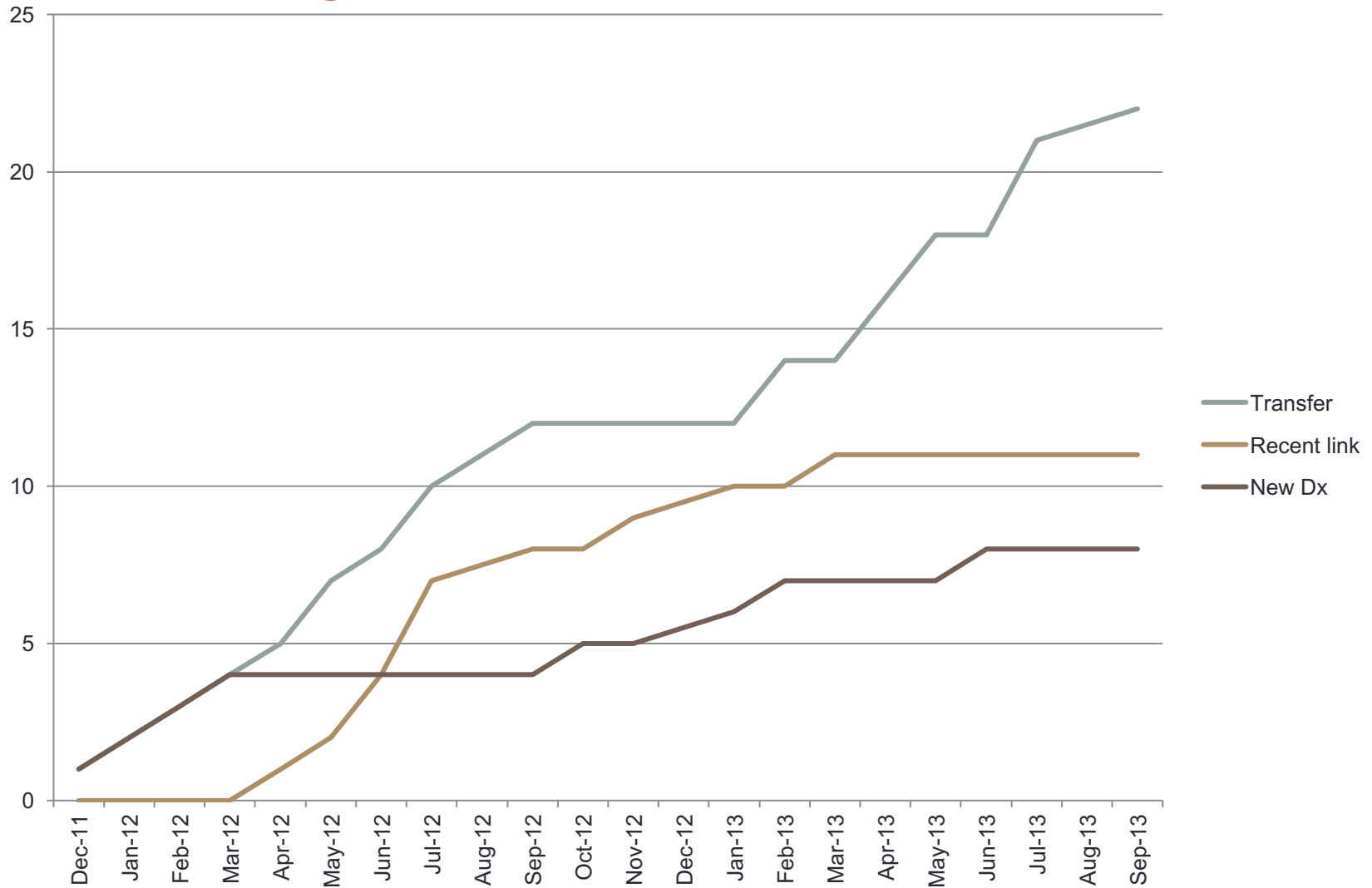
By January 2015, Positive Wellness North Island will increase outreach activities to increase HIV testing, engage, maintain and support hard to reach populations which include Aboriginal, MSM and Persons who inject drugs (PWID).

Outcome Goals:

- 1) Increased **HIV testing** of Aboriginal People, MSM, PWID by PWNI team to 250tests from April 1st 2014 – March 31st 2015.
- 2) Increase the number of **persons linked to HIV** care whom were previously **lost to follow-up**.
- 3) Increase the percent of the existing persons in the PWNI active client list who are regularly **having viral load testing done** at q6 month intervals.



Accessing PWN! Services



Aim Statement

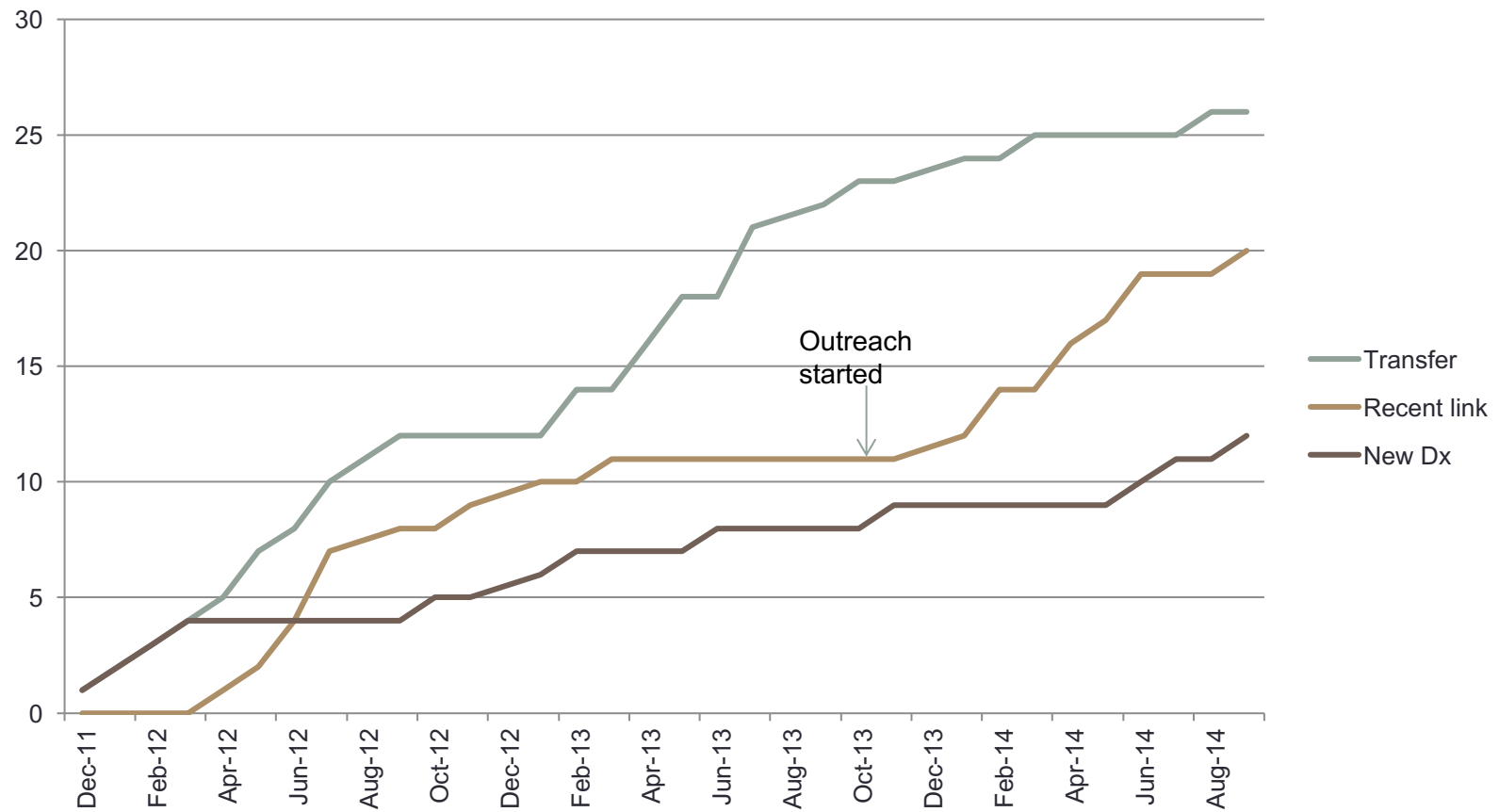
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Accessing PWNI Services



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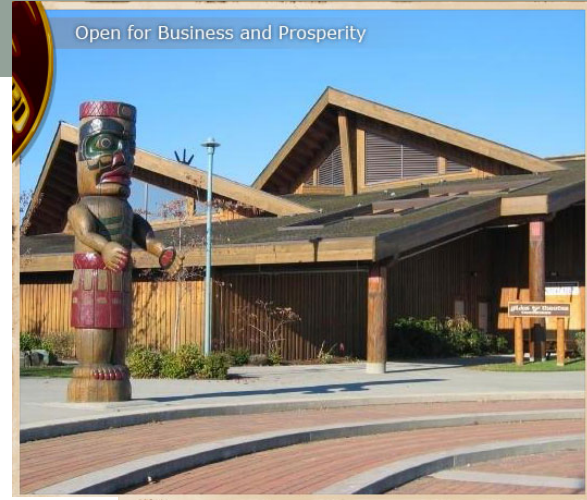


Viral Load Testing

2016/17	Q1	Q2	Q3
% testing for viral load in last 4 months	67%		



CR Methadone Clinic



Open for Business and Prosperity

Outreach



Needle exchange



Soup kitchen

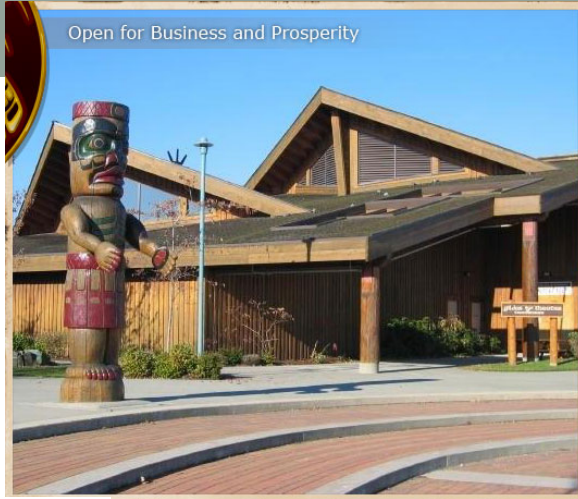


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CR Methadone Clinic



Open for Business and Prosperity

Outreach



Needle exchange



Viral Load Testing

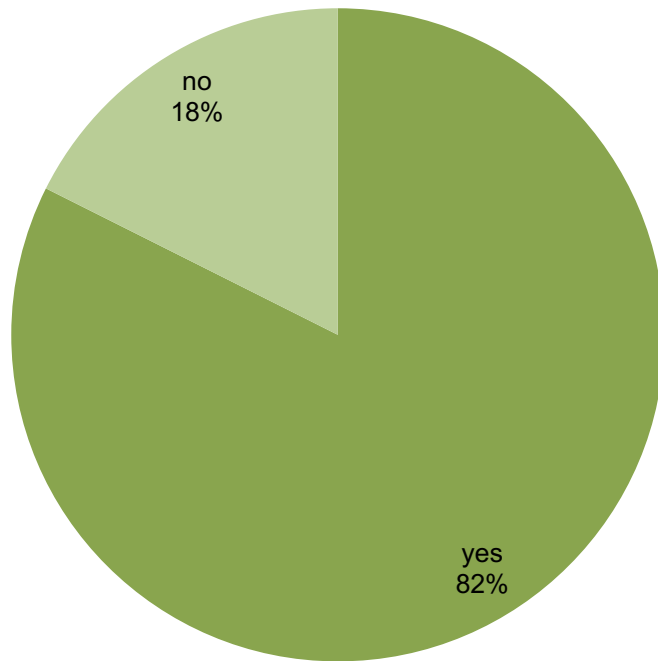
2016/17	Q1	Q2	Q3
% testing for viral load in last 4 months	67%	67%	80%

Connection to Care

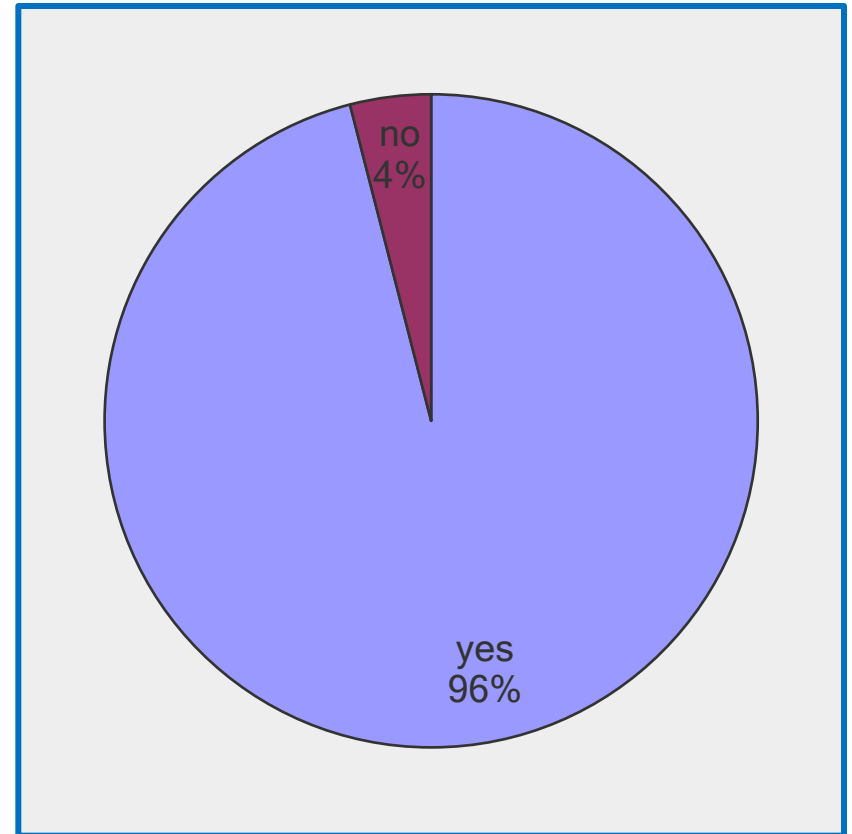
- Do people report being more connected to care?
- Surveys completed in 2011, prior to establishing PwNI
- Surveys re-administered in 2016

Do you have a regular doctor?

2011, n17

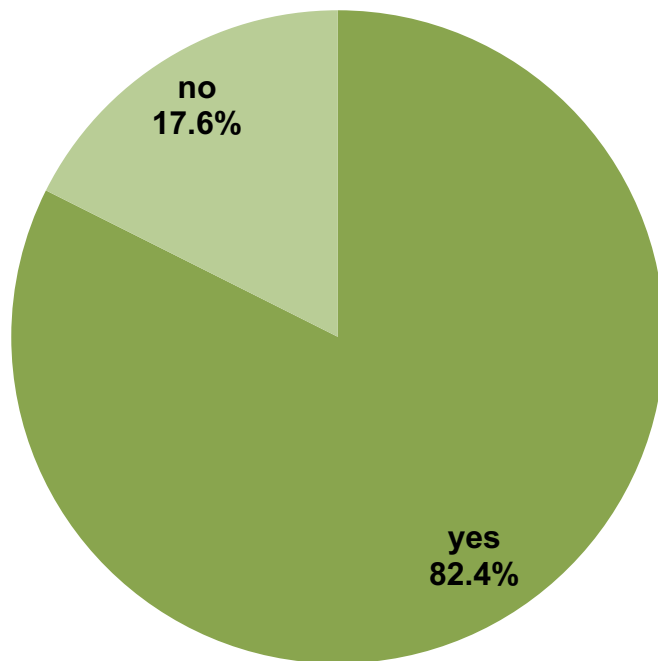


2016, n25

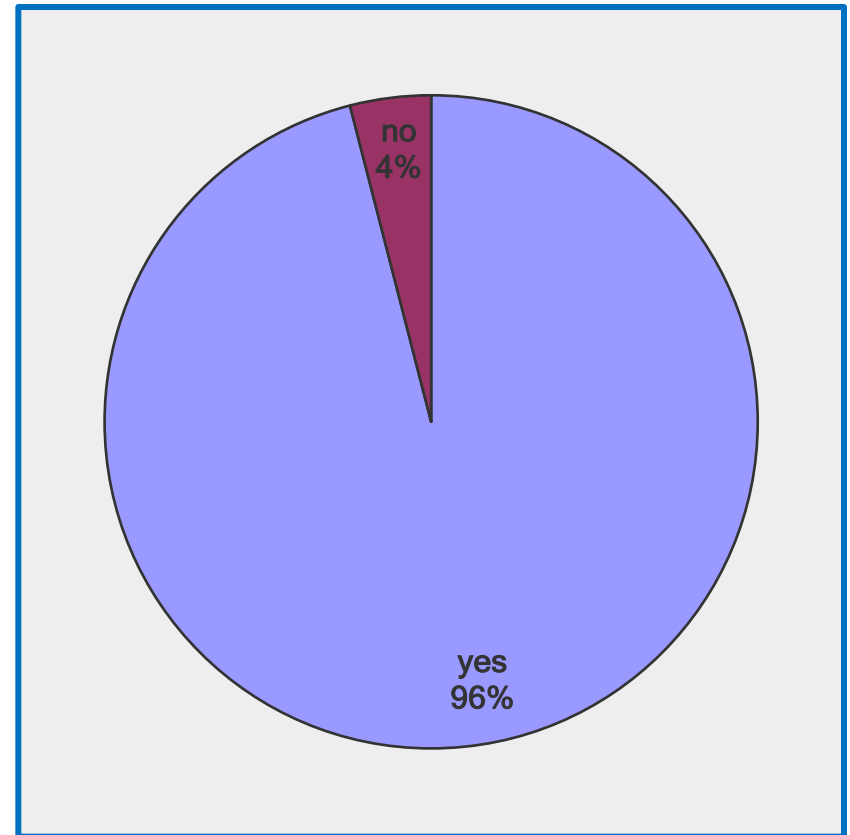


Do you have an HIV specialist involved in your care?

2011, n17

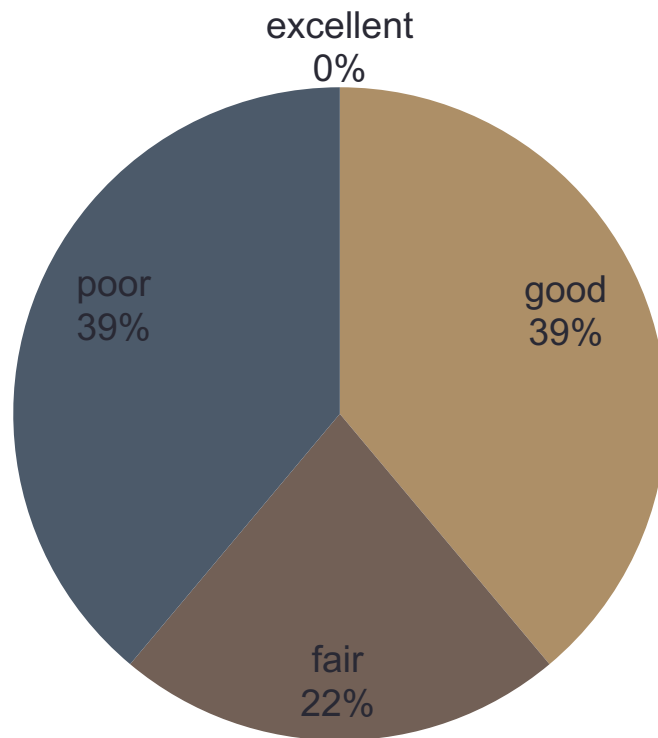


2016, n25

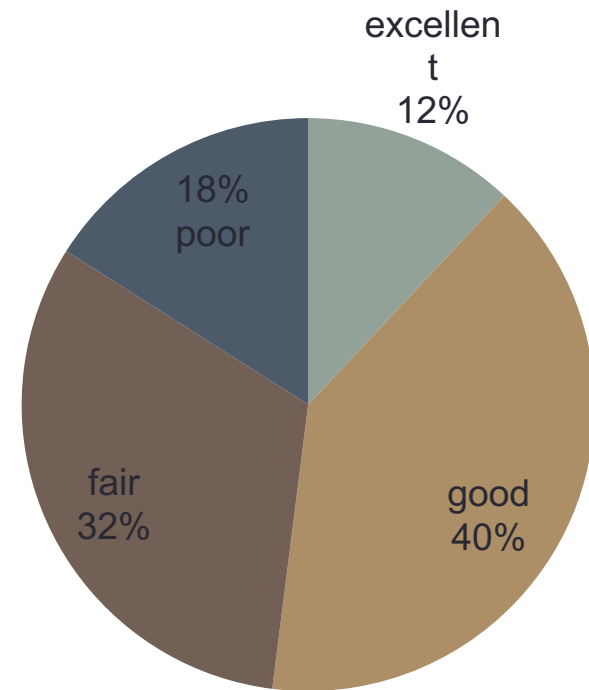


How would you rate your physical health in the past 12 months?

2011, n17



2016, n25



What we learned

- Keep it simple!
- Stay curious – keep asking questions
- Challenge each other - and the system
- Collaborate
- Build relationships
- Use a strengths based approach
- Learn from others doing similar work
- Share what you are doing/learning
- Take small steps, be consistent
- Build confidence, some changes are easier to make than others

System lessons

- QI can be difficult – a shift in practice requires support
- Data collection and analysis takes time, systems need to support this work and are not always in place
- QI can build accountability into the health care system, more accountable to the people accessing services over time
- QI can bring up questions about why we do what we do, this can be daunting
- Leadership support and champions are key!

Teamwork and Change

- Who on the team is the systems thinker? The data person? The disrupter? The champion? Use each others strengths
- Build confidence for change – and be aware of “change fatigue”
- What matters to you?
- Challenge each other
- Build and maintain trust
- Keep goals in mind

Questions?

- Current challenges?
- What are some of your strengths?

HEALTH CONNECTIONS CLINIC

Low Barrier Primary Care Center
Courtenay BC

HCC Team

- Physicians
- NP
- RN's
- Admin/MOA
- Partners:
 - MHSU
 - Chronic Pain Program
 - Public Health
 - Division of Family Practice

Opportunity

Need: opiate overdose crisis

Means: willingness to collaborate

Interest: staff engaged in offering service

- **Aim:**
 - Improve access to OAT in the Comox Valley by offering suboxone at Health Connections Clinic

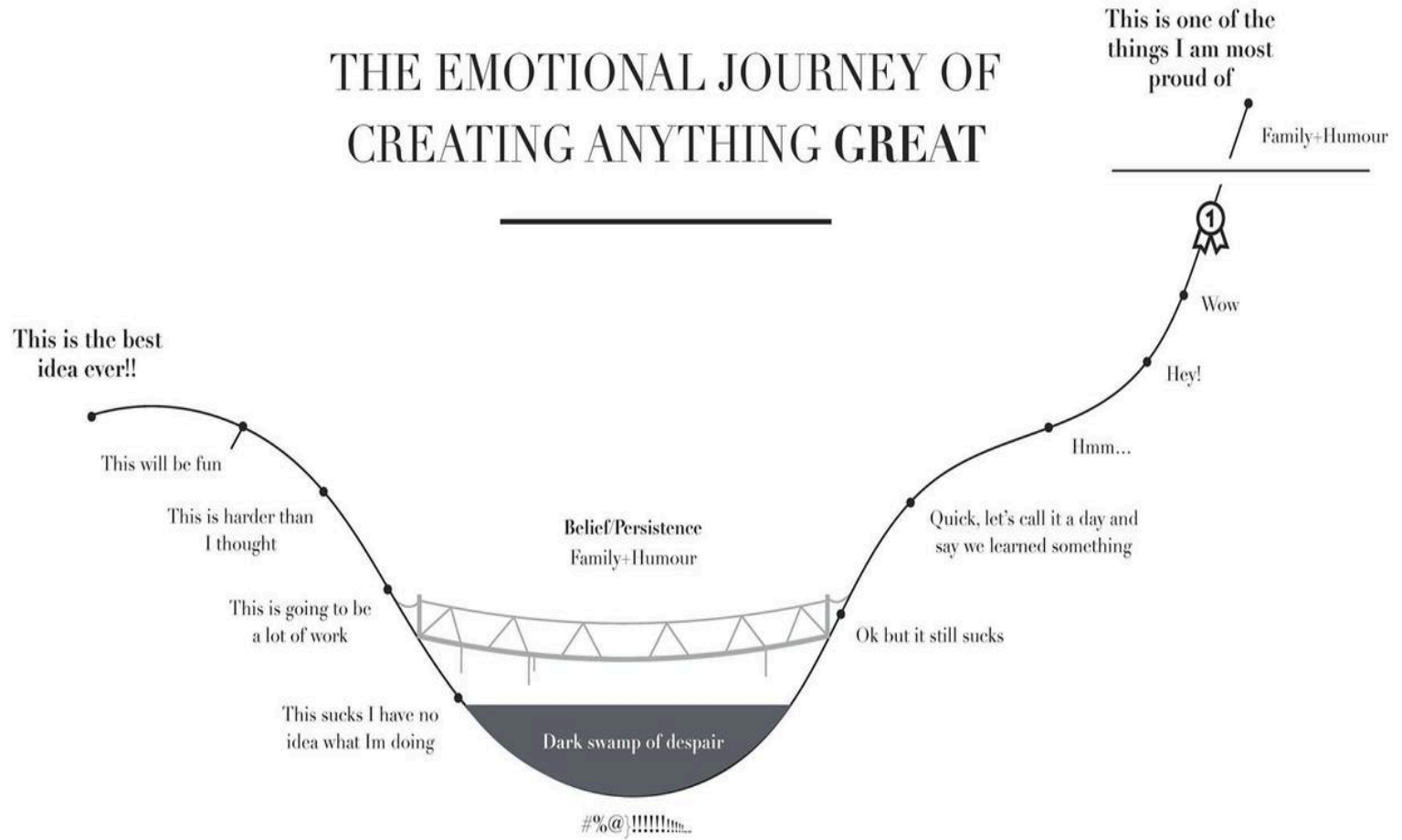
Currently

- Limited access in Comox Valley for OAT in private clinic (one day per week)
- Staff and Physicians interested in offering OAT (starting with suboxone) at clinic
- Partnership with MHSU (substance use outreach) to provide physician funding short term

Next steps

- Collaborate with existing OAT clinic
- Integrate people with lived experience into planning and delivery of service
- Staff supports and continued education
- Advocate for sustainable funding
- Data collection:
 - satisfaction surveys - staff and clients

THE EMOTIONAL JOURNEY OF CREATING ANYTHING GREAT



THE EMOTIONAL JOURNEY IS **INEVITABLE** AND PERHAPS NECESSARY

COLLABORATE



Contact info

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250-331-8502