CORNERSTONE CLINIC

The Cariboo Cornerstone Cowboys

Serving Williams Lake, Quesnel and 100 Mile



WHO ARE WE?

BOOST Team:

Dr. Chris Kriek Erin Prest Ali Vrzal Jane Barnett

Additional Cornerstone Staff:

Dr. Ivan Scrooby Dr. Roland Englebrecht Chrys Mills Frances Rutherford

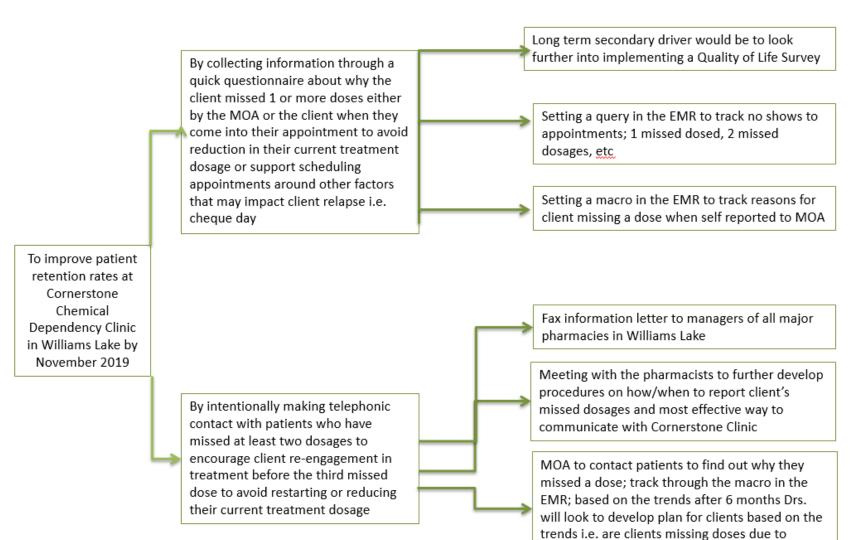






AIM STATEMENT #1 :TO IMPROVE PATIENT RETENTION RATES AT CORNERSTONE CHEMICAL DEPENDENCY CLINIC IN WILLIAMS LAKE BY NOVEMBER 2019

cheque day





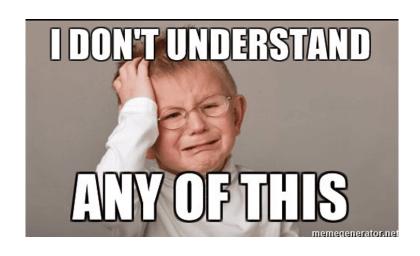


PDSA (THE GOOD, THE BAD, THE UGLY)

Our great intention: Increase patient retention

Our great challenge: Thinking it would be easy

Our great oversight: So many Numbers...





AIM STATEMENT #2: TO INCREASE PATIENT VOICE AT CORNERSTONE CHEMICAL DEPENDENCY CLINIC IN WILLIAMS LAKE THROUGH THE CREATION OF 3 NEW OPPORTUNITIES IN WHICH PATIENTS HAVE THE CHOICE TO PARTICIPATE AND INCREASE THEIR VOICE FROM 0% TO 100%

Create questions capturing the type of information believed to increase patient voice Design survey to be easy to read, with large enough print and easy to follow instructions, with enough space for comments Choose a space in the clinic lobby where By implementing a 4 question survey To Increase Patient surveys will be collected that is both central to be completed by the patients and unseen by doctors and front desk staff to Voice at through pen and paper and protect anonymity Cornerstone submitted anonymously into a box Chemical placed in a centralized location in the Dependency Clinic Choose a date to start and end the survey clinic. Survey will be collected for two in Williams Lake weeks; at which point survey results through the Provide equal opportunity to all patients of will be analyzed by the BOOST creation of 3 new committee and actions will be Cornerstone Clinic in Williams Lake to opportunities in complete the survey by verbally created from the results. The Survey which patients have will be repeated in 3 months' time acknowledging the survey and offering a copy the choice to and results will be collected and of completion to every client who comes to participate and the clinic in the two week span of which the compared to be completed by increase their voice September 2019. survey is being conducted from 0% to 100% Collect surveys at the end of each day place in no order into a marked envelope until the two weeks is over At the end of two weeks, place thank you for participating in our survey signs out into lobby, collect surveys, create excel document to create data, present data to BOOST collaborative and clinic staff





PDSA (THE GOOD, THE BAD, THE SAD)

Our great intention: Increase patient voice

Our great challenge: No one wanted to talk

Our great disappointment: Ali sat alone in the conference room





POF

For the purpose of BOOST we limited our Population of Focus to clients who access and are registered to our physical clinic location in Williams Lake.

Males: 56

Females:36

Total Humans: 92





CHALLENGES IN THE WILD WEST



At the Williams Lake Cornerstone Clinic:

- Large geographic area, we have clients travelling long distances to reach the clinic including 45kms North from Mcleese Lake; 66kms East from Horsefly; 17kms South from 150 Mile House
- Communication: Telephone/WIFI is limited in rural areas
- Limited Travel: Travel is limited to the days the medical bus service or family members are travelling into town
- Nomadic Lifestyle: Spending half their time in town half time and the other half on reserve
- Limited Access to Medical Care: Limited GPs in Williams
 Lake and only a visiting Psychiatrist
- Confidentiality: Clients struggle to connect with group therapy as everyone knows each





BUT WE PERSEVERE

- Updating our initial and yearly intake form
- Missed Dose Protocols
- Welcome Package
- Utilizing Profile More
- Recruitment for 100 Mile Doctor
- Working with Quesnel Mental Health Office
- Partnering with FNHA/Band Health Offices







BLAZING THE TRAIL

Continue on with BOOST PDSAs and setting out to fulfill our AIMs

AS WELL

We have been approved to continue our journey in Physician Quality Improvement through Interior Health's Quality Improvement Project





THANK YOU TO THE BOOST COLLABORATIVE



