

# Hearing From The Vancouver BOOST Teams

## John Ruedy Clinic

Thursday, February 14<sup>th</sup>, 2019

Provincial BOOST Collaborative Learning Session 1

**Vickie Lau**

(Clinical Nurse Leader), (John Ruedy Clinic),  
(Providence Health Care)

# Disclosure

- No disclosures or Biases

# Objectives

## JRC Boost Journey

- Started
- Barriers
- Collaborative QI Coach



# John Ruedy Clinic

- John Ruedy Clinic
- HIV Primary Care Clinic
- St Paul's Hospital 5<sup>th</sup> floor Burrard Building
- 1350 Active Patients





# Forming a Change Team

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**“Our Teamwork Manual isn’t ready yet. The vowel people don’t want the same font as the consonant people, the punctuation people stopped speaking to the grammar people and the printing people have reached an impasse in the ink vs. toner controversy.”**

# Choosing Your Team



# Team



Patient Care  
Manager  
(PCM)  
Brynn  
Grierson



Clinical  
Nurse  
Leader  
(CNL)  
Vickie  
Lau



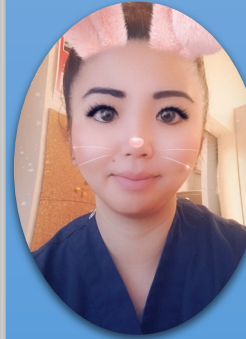
JRC Primary  
Care  
Physician  
Andrea  
Szewchuk



JRC  
Substance  
Use  
Disorder RN  
Eric Eligh



JRC Primary  
Care  
Camille  
Lefort



JRC  
Reception  
Lead  
Helen So



Honorary  
Member  
Primary  
Care MD  
Dr Cole  
Stanley

JRC BOOST Team

# Purpose

- Population of focus

**10%**



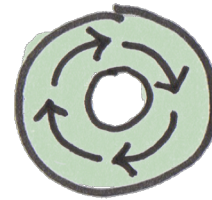
# Purpose



- Strengthen Substance use knowledge
- Provide efficient substance use care

# AIM Statement

- We aim to provide care in a trauma informed and culturally competent interdisciplinary team environment to address the substance use needs of our patients with the goals of



vs.



- 80% of patients in need of OAT on OAT
- 90% of patients on OAT have optimal dose
- 80% of patients on OAT are on therapy for 6 months or greater without interruption

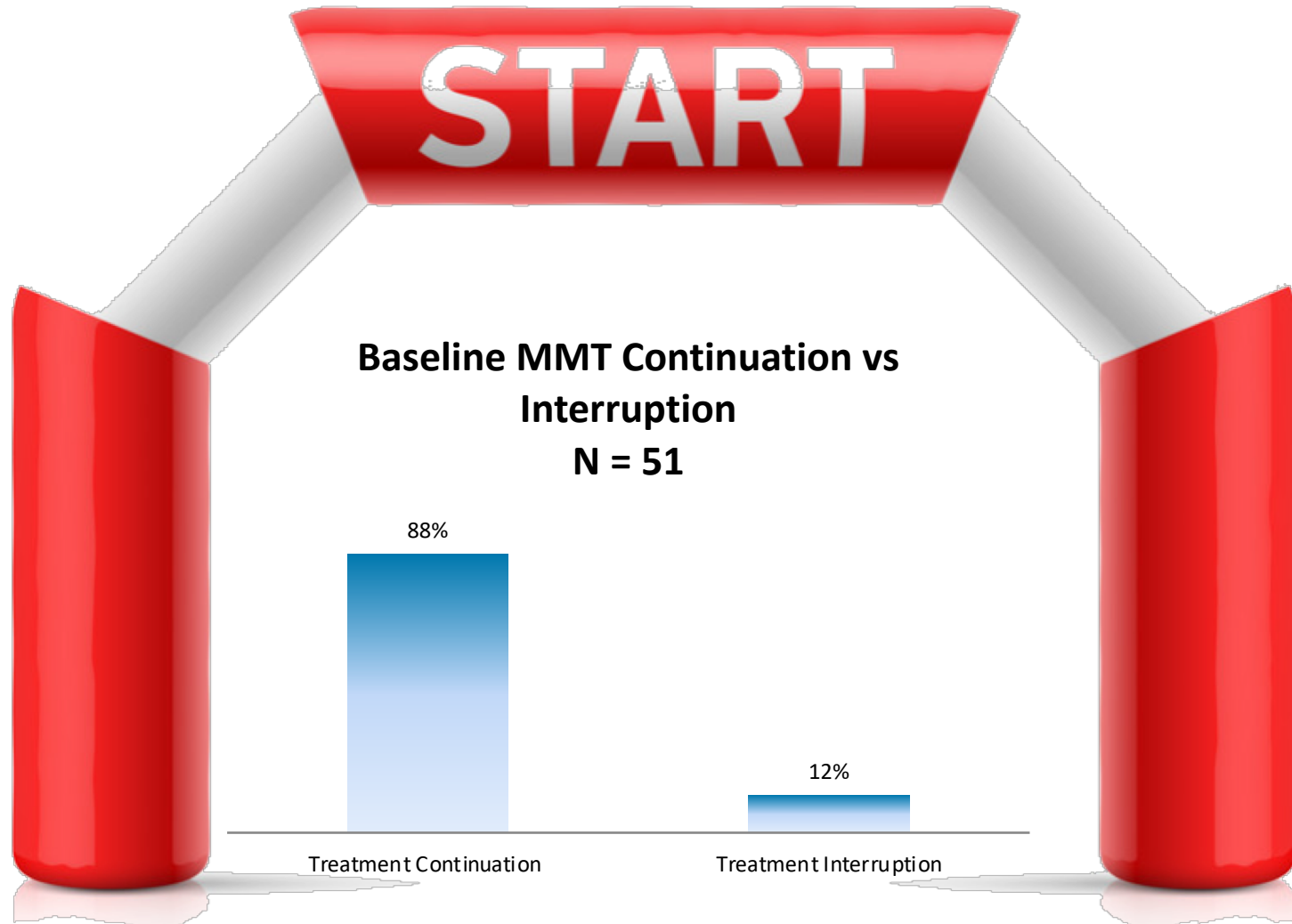
# PDSA

- Goal - Retention
- Reminder phones for patients due for MMT renewal
- Key stakeholders- SUD nurse and reception
- Time frame



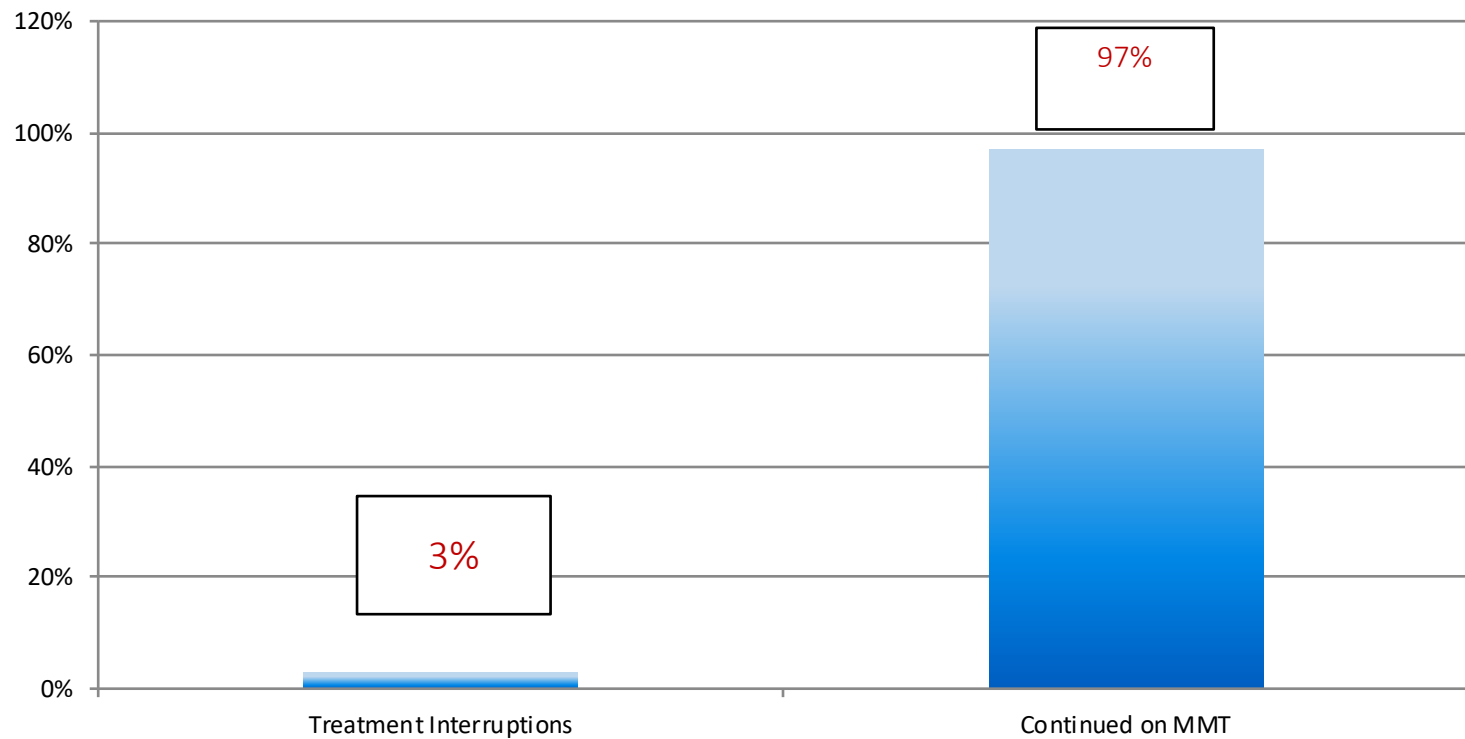


# PDSA



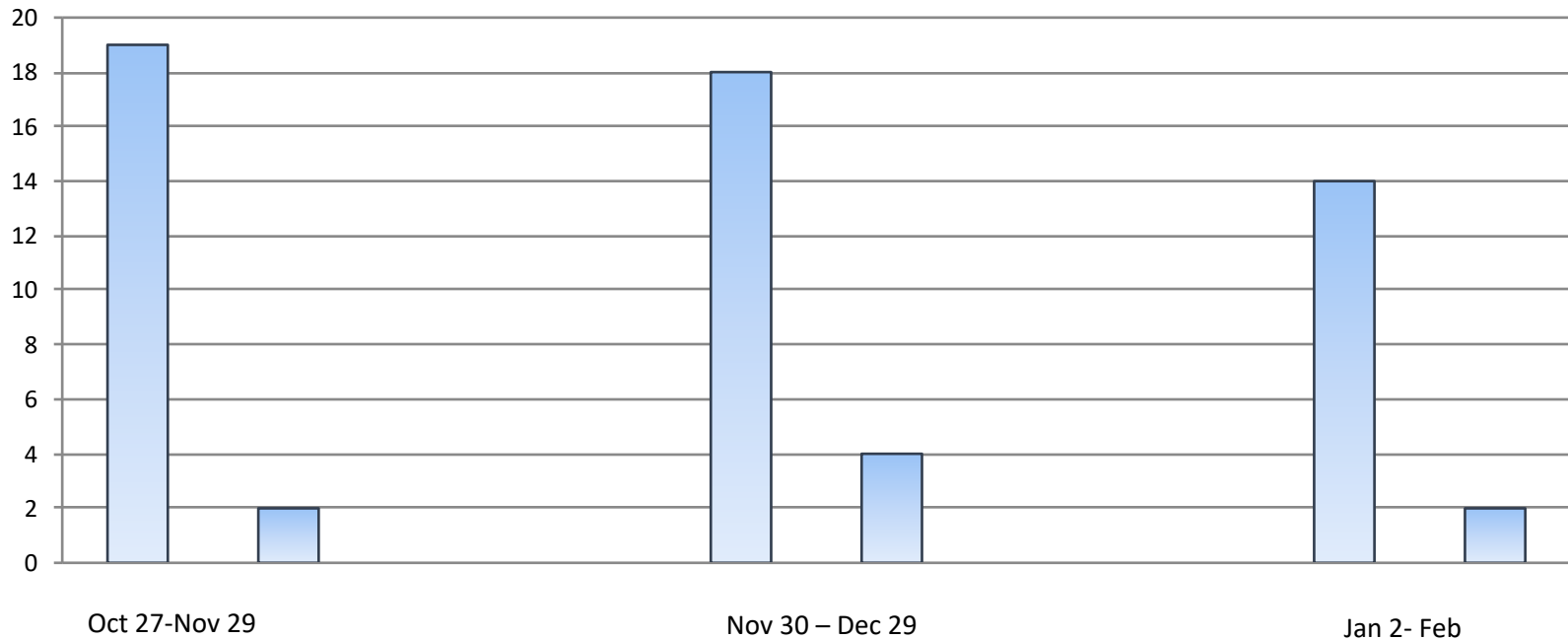
# PDSA – Reminder Phone Calles

## MMT Renewal and Interruptions October 27<sup>th</sup>- November 29<sup>th</sup> 2017



# PDSA – Reminder Phone Calls

## Reminder Calls vs Treatment Interruption



1. Number of Patients Called for MMT Renewal
2. Number of Patients that did not come in and resulted in Treatment Interruptions

# How Easily is Change Adopted



- Old routines
- Resist change
- Process of Normalization
- Celebrate the successes -  
Identify value/ Make team  
feel valued

# Barriers

- Protected time and resources
- Buy in from leadership
- Buy in from staff members
- Sustainability
- Limited patient involvement BOOST initiatives



# Hardwiring Change

- Market the change
- Assign day-to-day ownership
- Training
- Time



# Social System

- Identify your Champions
- Attitudes
- Listen
- Barriers





# Housekeeping

- Monthly meetings
- Connect with BOOST Collaborative QI Coaches

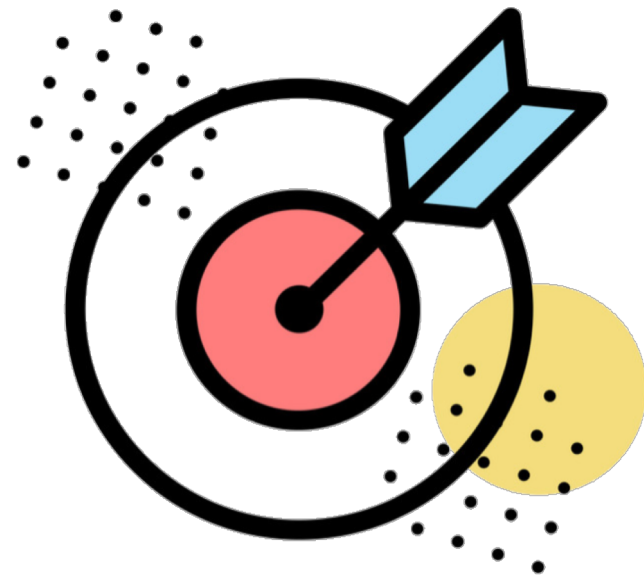


# New AIMS

90% of patients in need of OAT  
on OAT

90% of patients on OAT have  
optimal dose

90% of patients with an OUD  
have a Take Home Naloxone



## GOAL

# Thank You!

Brynn Grierson Patient Care Manager

➤ [Bgrierson@providencehealth.bc.ca](mailto:Bgrierson@providencehealth.bc.ca)

Vickie Lau Clinic Nurse Leader

➤ [vlau@providencehealth.bc.ca](mailto:vlau@providencehealth.bc.ca)

Dr Andrea Szewchuk

➤ [Andrea.Szewchuk@vch.ca](mailto:Andrea.Szewchuk@vch.ca)

Eric Eligh Substance Use Nurse

➤ [eeligh@providencehealth.bc.ca](mailto:eeligh@providencehealth.bc.ca)

Camille Lefort Primary Care Nurse

➤ [clefort@providencehealth.bc.ca](mailto:clefort@providencehealth.bc.ca)

Helen So Lead Reception Staff

➤ [hso@providencehealth.bc.ca](mailto:hso@providencehealth.bc.ca)

