

The background features a dark blue gradient with several overlapping circular patterns. Some are solid lines, some are dashed, and some contain numbers like 140, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, and 260. There are also curved arrows and dotted lines, suggesting a technical or scientific theme.

QUALITY IMPROVEMENT – IMPACT OF QI ON CLINICAL WORK

DR. CHRIS KRIEK
FAMILY PHYSICIAN
WILLIAMS LAKE, BC

LAND ACKNOWLEDGEMENT

I acknowledge that I live, work and play
on the unceded territory of the
Secwepemc Nation.



MY JOURNEY WITH QI

- 2019 started with the BOOST Collaborative.
- Just started working at our local OAT clinic.

CORNERSTONE CLINIC

The Cariboo Cornerstone Cowboys

Serving Williams Lake, Quesnel and 100 Mile



WHO ARE WE?

BOOST Team:

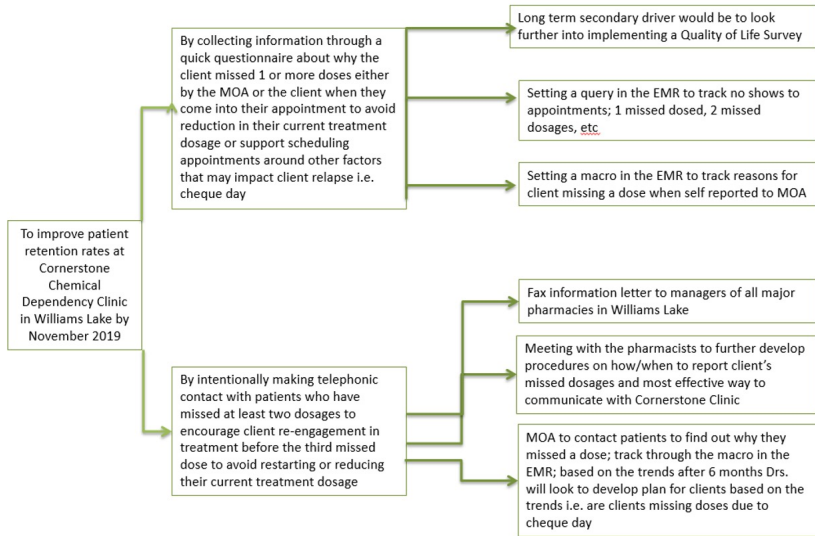
Dr. Chris Kriek
Erin Prest
Ali Vrzal
Jane Barnett

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



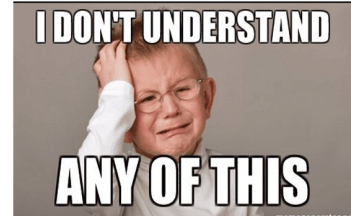
PDSA

(THE GOOD, THE BAD, THE UGLY)

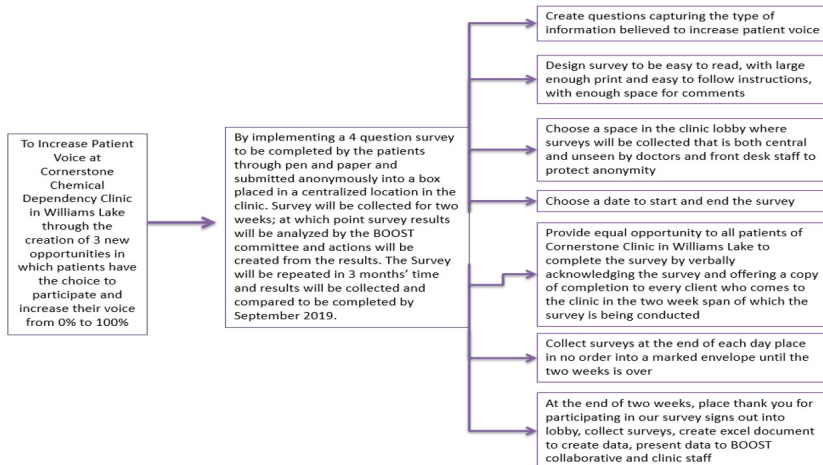
Our great intention: Increase patient retention

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%



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



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



The background features a dark blue gradient with several circular gauges and arrows. The gauges have numerical scales ranging from 140 to 260. Some gauges have solid lines, while others have dashed lines. Arrows indicate a clockwise direction of movement. The overall aesthetic is technical and modern.

Increasing Access to OAT in the Cariboo

BACKGROUND

- 2016: Opioid Crisis.
- 2020: Deaths
 - 19355 Canadians
 - 1178 I.H.
 - 406 Thompson Cariboo
- Substance use disorders in Cariboo:
 - Clinical pathways
 - Access
 - ? Improved.



CHOOSE COMPASSION



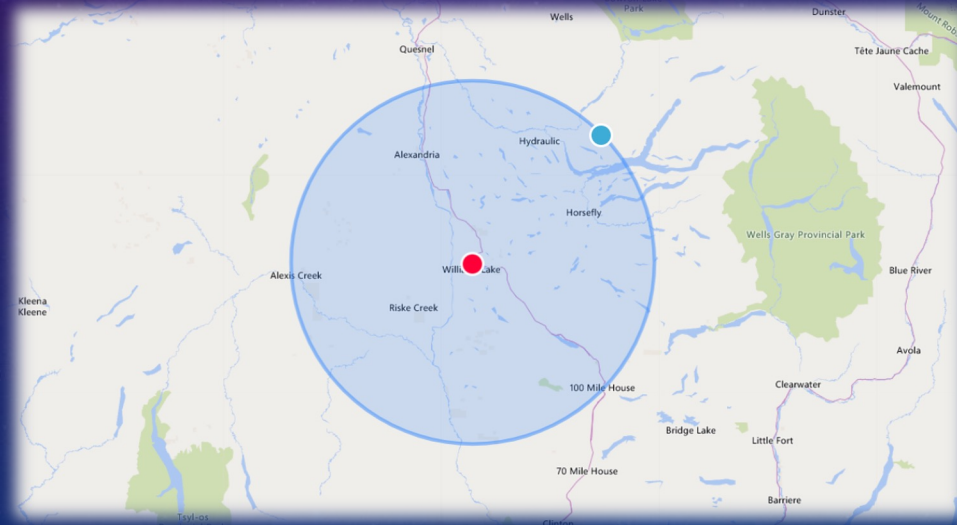
STOP STIGMA



SAVE LIVES


AIM STATEMENT

Ensure **95% of patients** with an **OOD** in **Williams Lake** and its surrounding areas **up to 80kms** who present to Cariboo Memorial Hospital Emergency Room looking to start OAT will have access to a **Suboxone Induction**, contact with a **Community Crisis Response Nurse** and an appointment at **Cornerstone Clinic** within 72 hours by **December 2020**.



CHANGE IDEAS

- Access to Suboxone
- Brief education session
 - Physicians
 - Nurse
- Teaching video resource
- Cornerstone referral form



Reducing barriers for patients with an opioid use disorder.

PQI and FEI


KEY LEARNINGS & REFLECTION



- PIA
- Data collection
- People paradigms
- Patient Journey
 - stigma
 - social determinants of health

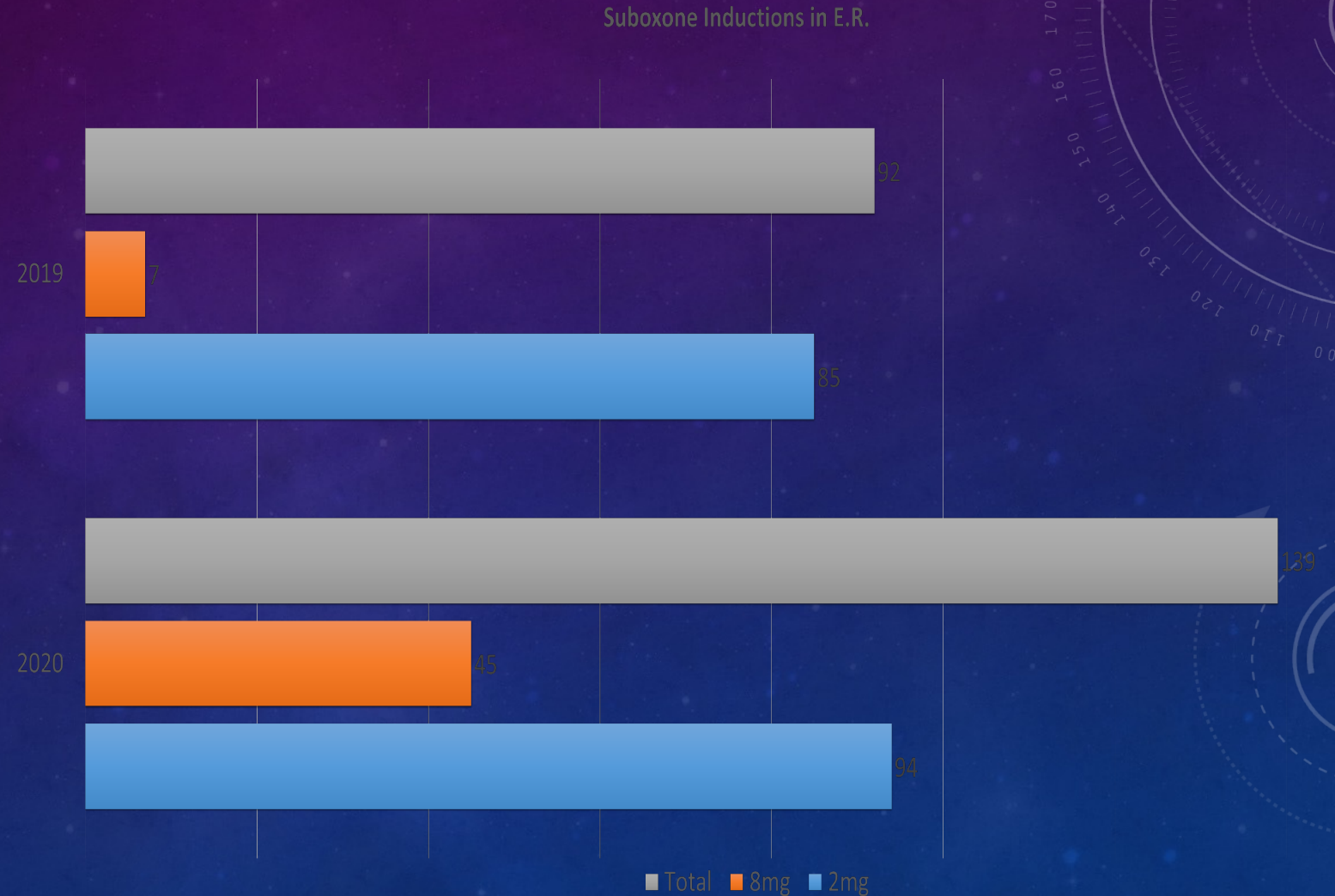
KEY LEARNINGS & REFLECTION

- QI in medicine
- Collaboration
 - FEI
- COVID-19

 Interior Health		Patient Name (last) _____	
OUTPATIENT OPIOID AGONIST TREATMENT REFERRAL		(first) _____	
		DOB (dd/mm/yyyy) _____	
		PHN _____	
Cornerstone Chemical Dependency Clinic 145 4th Ave South Williams Lake, BC V2G 1J8 Fax: (250) 392-7746 Tel: (250) 398-7745 Hours: Monday – Thursday, 1:00 – 3:00 p.m.			
Please complete and fax to Cornerstone Clinic at (250) 392-7746			
Date of Induction		Start Time of Induction	
<input type="checkbox"/> Mental Health Referral ACCEPTED <input type="checkbox"/> Mental Health Referral DECLINED <input type="checkbox"/> Bloodwork sent to Cornerstone Clinic		Patient Phone	
I _____, consent for Interior Health to send my name, PHN, birthdate, phone number and bloodwork information to Cornerstone Clinic for the purpose of contacting me to initiate Opioid Agonist Treatment.			
Date (dd/mm/yyyy)	Time (24 hour)	Referring Doctor Name / Signature	Designation / College ID #
/ /			
Confidentiality Note: The information in this report is confidential and privileged. If you are not the intended recipient, any unauthorized disclosure, copying, distribution or use of the contents is prohibited. If you have received this report in error, please immediately notify Interior Health Information Privacy & Security toll free at 1-855-980-5020.			
851336 Apr 14-21		Page 1 of 1	

IMPLEMENTATION & RESULTS

- COVID-19
- Lunch and learn session
- Collaboration-regional & provincial level:
 - BOOST
 - LOUD in the ED
 - Suboxone Expert advisory committee



Suboxone® in the ED

Why Initiation in the ED is Best Practice!



Conclusion

"The history of medicine is, in part, the history of physicians stretching the scope of their practice to answer the pressing needs of their times."

**OPIOID CRISIS
HELP IS HERE**



Rapoport & Rowley, *NEJM*, 2017

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ROLL OUT: SUBOXONE IN THE ED

QUESTIONS

The background is a gradient from dark purple to blue, overlaid with a field of small white stars. Technical diagrams are scattered across the page: a circular gauge with a scale from 100 to 210 and an arrow pointing to approximately 190 is in the top right; a circular gauge with a scale from 100 to 160 and an arrow pointing to approximately 150 is in the bottom right; a circular gauge with a scale from 100 to 140 and an arrow pointing to approximately 130 is in the bottom left; and a circular gauge with a scale from 100 to 140 and an arrow pointing to approximately 130 is in the top left.