

20
23

Canada West Health Leaders
CONFERENCE

IN-PERSON
OCTOBER 24-26, 2023

Caring for people who
care for people



CANADIAN COLLEGE OF
HEALTH LEADERS



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Planting the seeds of Engagement, Innovation and Organizational Learning: A Northern Tale of Quality Improvement

Presenters

Andrea D'Addario, ODLC, Northwest Territories Health & Social Services Authority

Jordan Bassett, Quality Improvement Co-Ordinator, Hay River Health and Social Services Authority

@CCHL_CCLS



#CWHLC2023



Disclaimers

Relationships of commercial interest, *none*

Our Why:

- *What we heard + Our Story + Serendipity = Meaningful action*
- *Accessible material to support clear and consistent QI processes in Mental Health*
- *Planted a seed that created growth across our divisions*

We are Lifelong Learners:

- *Collaborative lifelong learners in quality improvement*
- *Exploring Organizational Development Opportunities to support QI system-wide*

The NWT EPIQ-Team



Natalie Campbell
NTHSSA
Territorial
Manager Quality
& Risk



Glen McPhee
HRHSSA Manager
Quality & Risk



Jordan Bassett
HRHSSA
Quality
Improvement



Sarah Fitzgerald
NTHSSA Quality
Risk Manager -
North



Thembi Mpoko
NTHSSA
Territorial Lead,
Psychiatry



Andrea
D'Addario
NTHSSA, ODLIC

LEARNING OBJECTIVES



What is EPIQ?

How EPIQ fosters
LEADS capabilities



Leveraging Employee Engagement

Creating Innovation
Opportunities with EPIQ

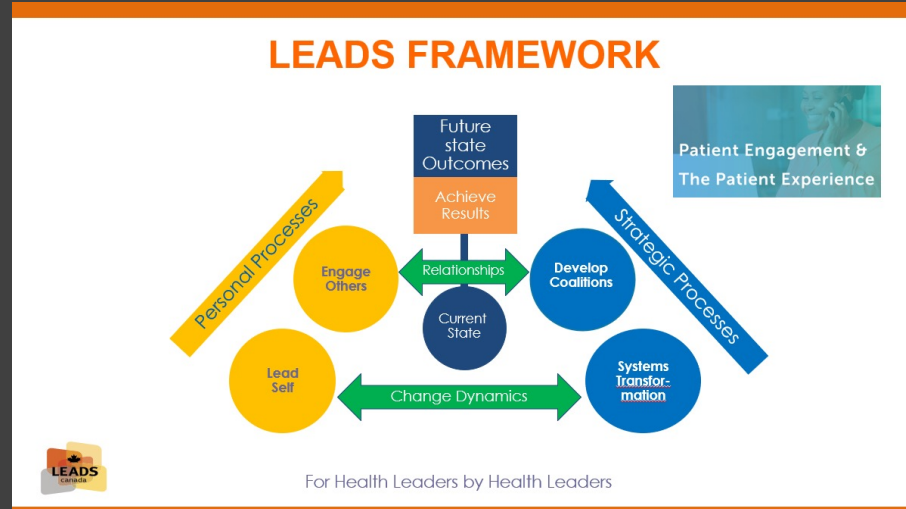


Coalitions for Implementation

Fostering team-based
frontline QI initiatives
Shared-learning
environments

Let's Get Started

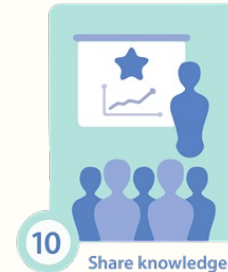
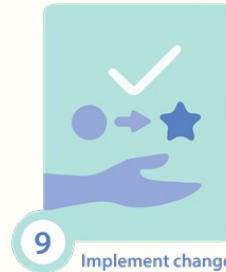
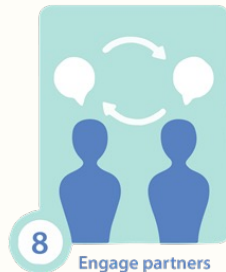
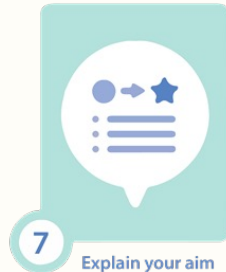
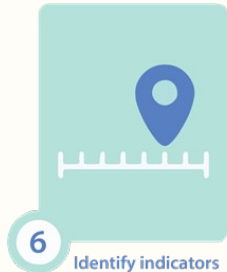
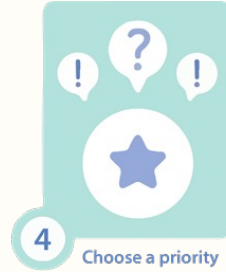
What is EPIQ?



How EPIQ fosters LEADS capabilities



Evidence-based Practice for Improving Quality



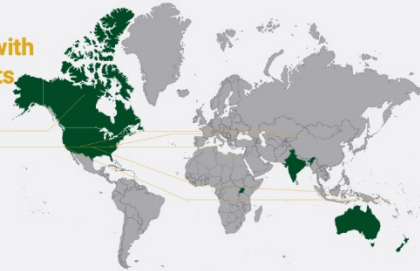


Evidence-based Practice for Improving Quality

EPIQ Workshops Sept 2019 to December 2022

113 workshops with
2,635 participants

- 69 in Canada
- 44 in Australia, New Zealand, Uganda, Egypt, India, Hong Kong and the United States



EPIQ workshop evaluations: Percentage of participants who agree, or strongly agree

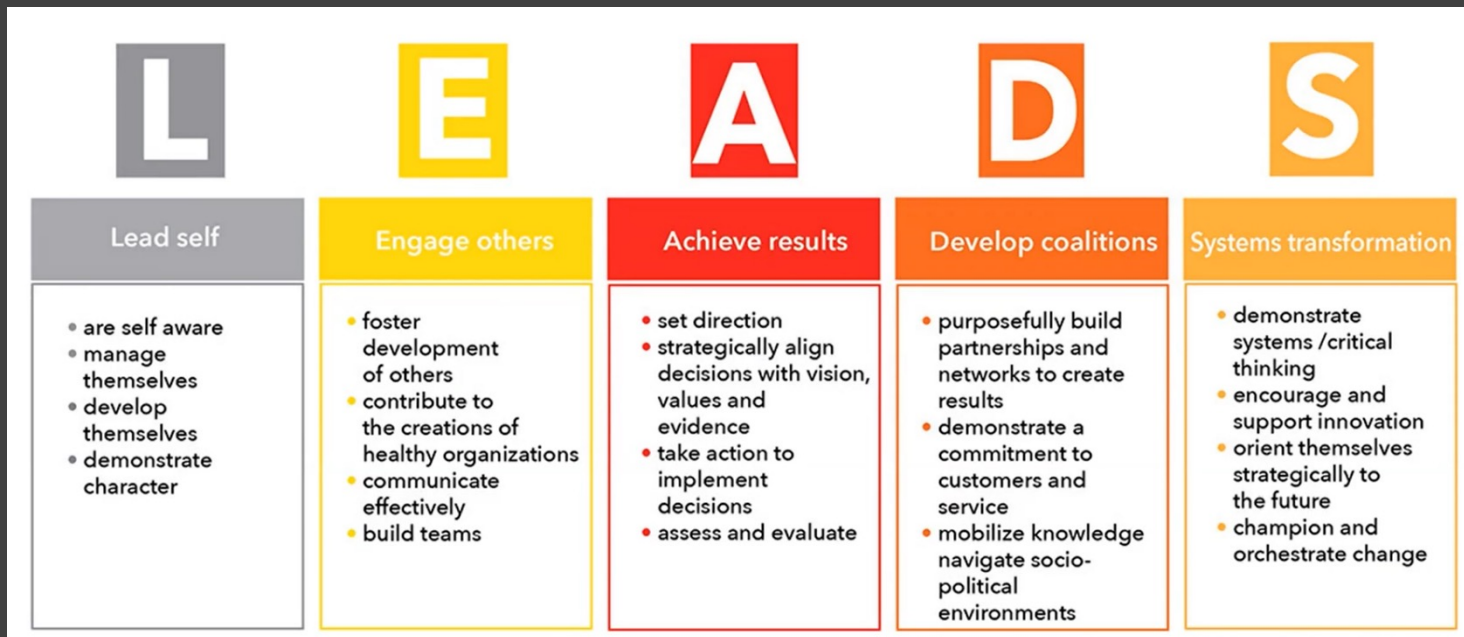


EPIQ Training | Faculty of Medicine
& Dentistry

www.ualberta.ca



The LEADS Framework



EPIQ Principles



L

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S

1. Every team in every setting brings change ideas
2. Multi-disciplinary Team-based Learning
3. Quality Improvement Collaboratives
4. Nurturing Champions & Diverse Coalitions
5. Following the Science
6. Continuous Engagement, Support & QI cycles

Engagement & Implementation

Leveraging Employee Engagement



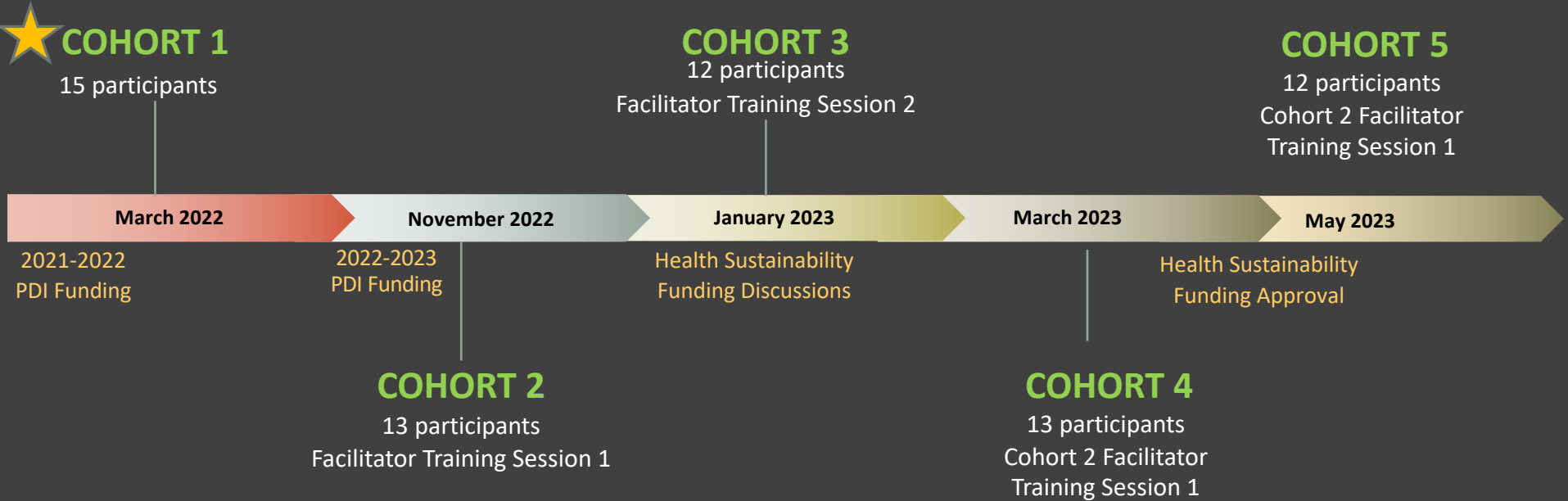
Creating Innovation Opportunities with EPIQ

Coalitions for Implementation



Coalitions for Implementation

EPIQ Timeline





Faculty of Medicine & Dentistry



NORTHWEST TERRITORIES
Health and Social
Services Authority



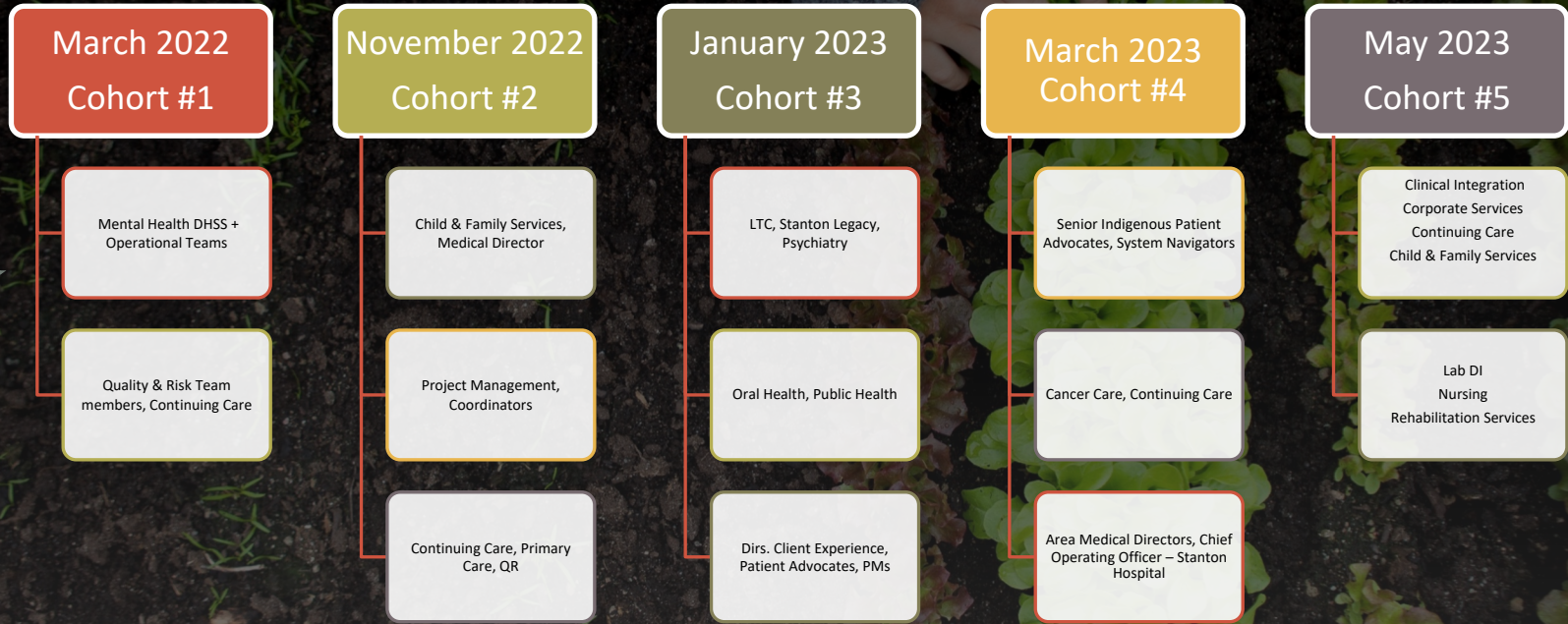
Evidence-based Practice for Improving Quality



Hay River Health & Social Services Authority
Administration des services de santé et des
services sociaux de Hay River

Coalitions for Implementation

Cultivating a Culture of EPIQ





6 Facilitators
1 Master Facilitator*



Built-in participant
Feedback
Facilitator monitoring



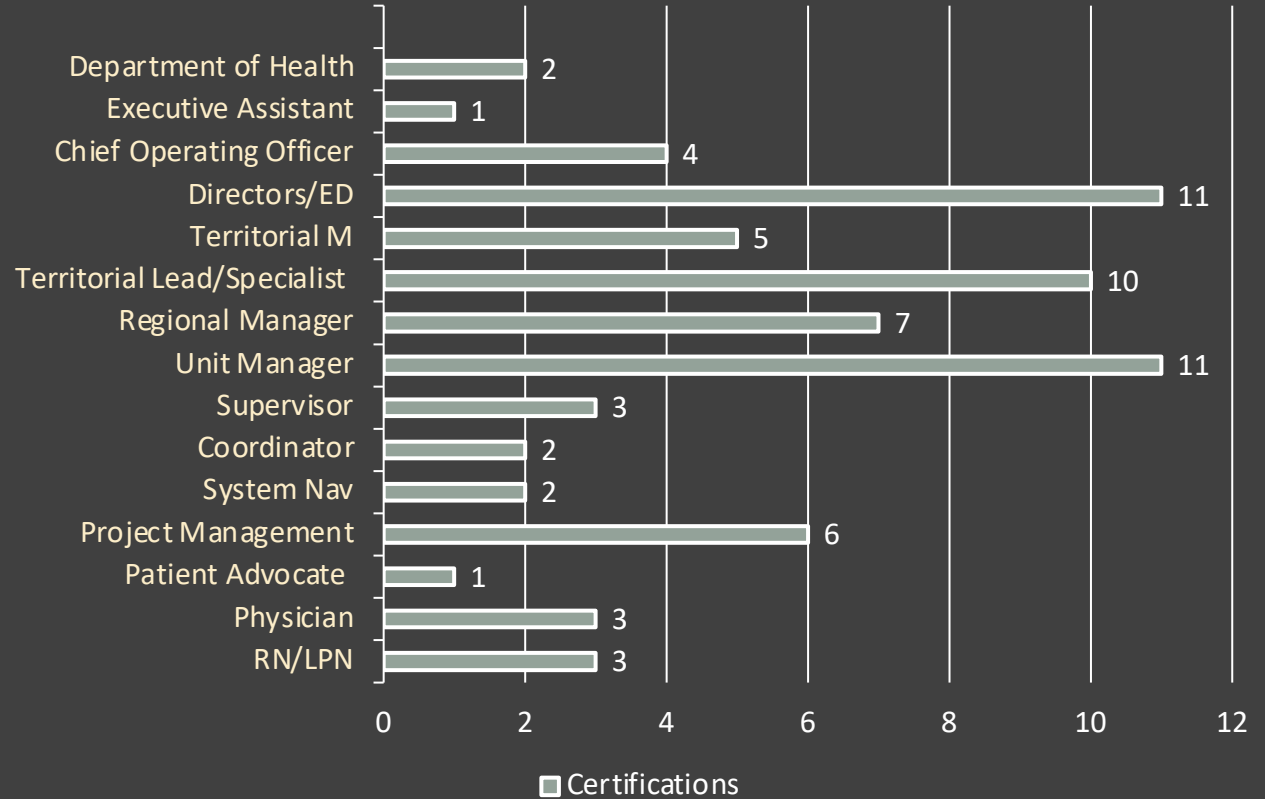
Community of Practice
Networking
Coaching & Mentorship



Opportunities for
Organizational Growth
Capacity Building
Positive Engagement
Passion - retention



Affordable Investment
Sustainability



Leadership Lessons Learned + Unexpected Surprises

- Personal reflection on healthcare system needs
- Enthusiastic participants + Excitement
- “Just in time” training opportunity
- Breaking down silos – networking
- Building Capacity through Facilitation
- Confidence, skills development, knowledge sharing
- Re-ignited passion for improvement, *hope and innovation*
- Culture shift emerged *possibilities
- Excitement for application and PDSAs
- Integration of EPIQ into frontline and leadership training
- Quality & Risk Divisional Opportunities to enhance projects, structure and leadership





Evidence-based Practice for Improving Quality



Key Takeaways

- EPIQ fosters LEADS Capabilities
- Keep moving forward together!
- Engage frontline nursing and social services staff
- Integrate into standard training pathways
- Ongoing consultation to support PDSA momentum
- Continue building diverse coalitions
- **Engage, Inspire, Innovate and Change!!**

EPIQ Group “Simulation”

On Your Table

Healthcare Change Idea

1 or 2 steps of EPIQ

Within your Group

Apply the healthcare change idea to your assigned EPIQ step (s)

5-6 MINUTES to generate ideas for your steps

**Select a presenter to share the group ideas*

Group Sharing

Let's put all the steps together

6-7 MINUTES



Open Discussion

10-12 minutes

THANK YOU



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NTHSSA
Territorial
Manager Quality
& Risk



Glen McPhee
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Andrea
D'Addario
NTHSSA, ODLIC

Stay Connected with Us



Jordan Bassett **Hay River Health & Social Services**
Quality Improvement Coordinator
Jordan_bassett@gov.nt.ca



Andrea D'Addario **Northwest Territories Health & Social Services Authority**
Organizational Development & Leadership Consultant
Andrea_daddario@gov.nt.ca