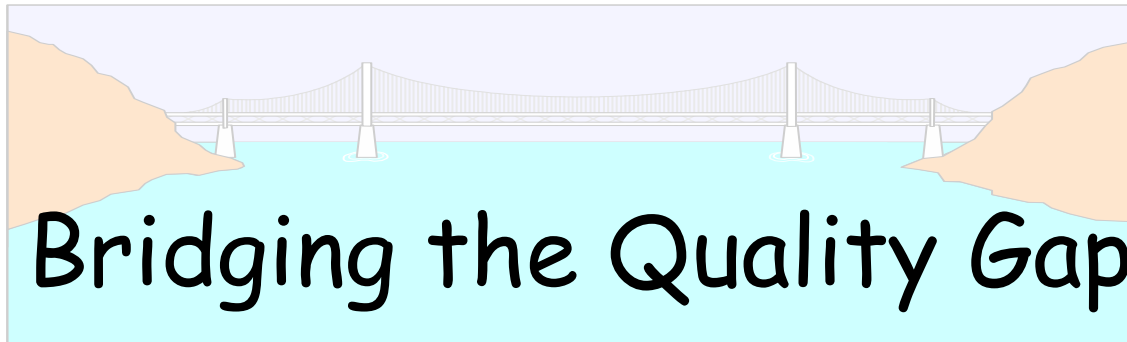




Capital Health

Healthy People, Healthy Communities



**Board of Directors
September 05, 2002**





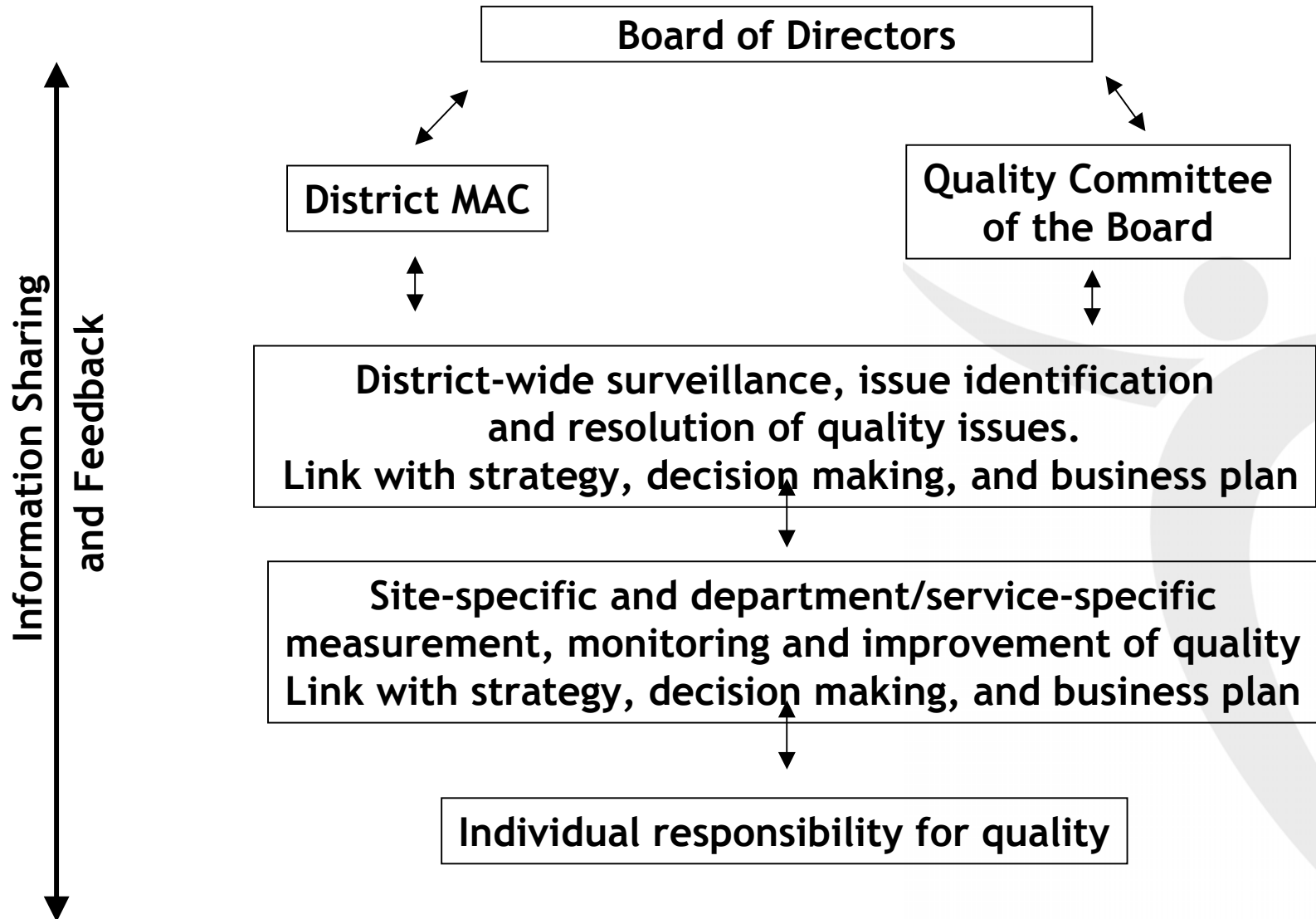
Why Change?

- Commitment to excellence and accountability
- Variation across sites/departments
- We can do better
- CCHSA standard



Framework Development

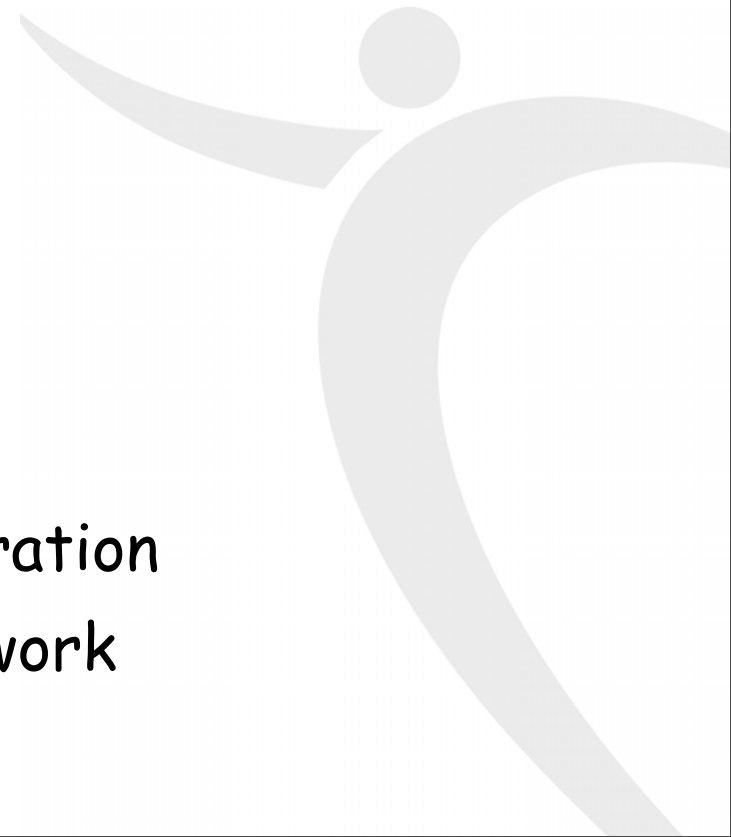
- Iterative process
- Build on what we are doing and best practice
- Will continue to evolve





Critical Success Factors

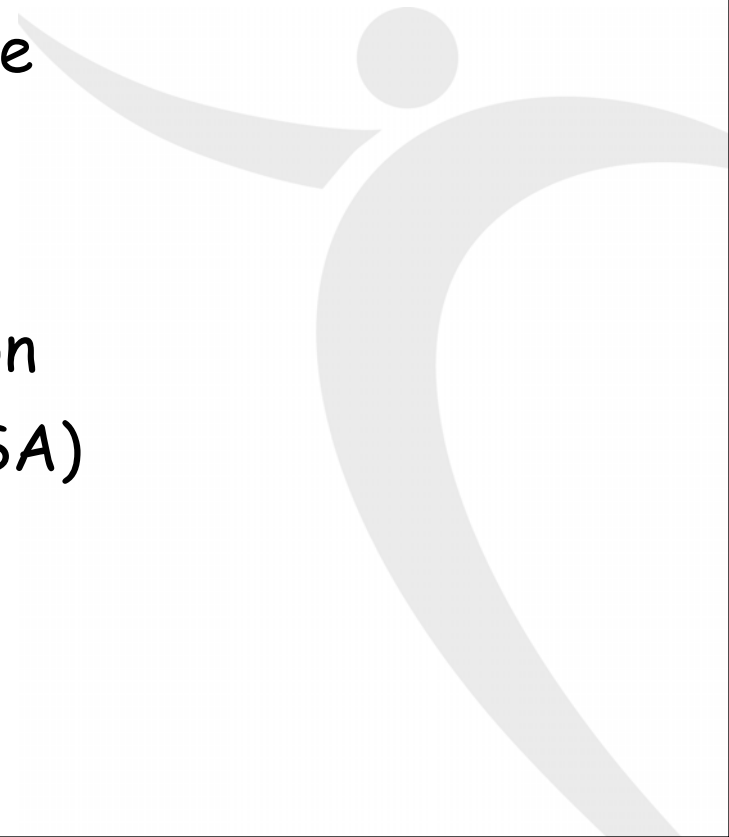
- Leadership
- Principles
- Priorities
- Core activities
- Information
- Education
- Recognition and celebration
- Accountability Framework





Principles

- Quality is integral to what we all do, everyday
- Focus on care, supporting care
- Evidence-based
- District standards
- Reduce inappropriate variation
- Continuous improvement (PDSA)
- Accountability





Priorities

- Health outcomes
- Patient safety
- Quality of worklife
- Service integration
- Utilization management





Sample Core Activities

- Health outcomes measurement/research
- M&M rounds → action
- Root cause analysis
- Evidence-based standards
- CPGs, pathways
- Waitlist management
- Focused audits
- Measure satisfaction → action



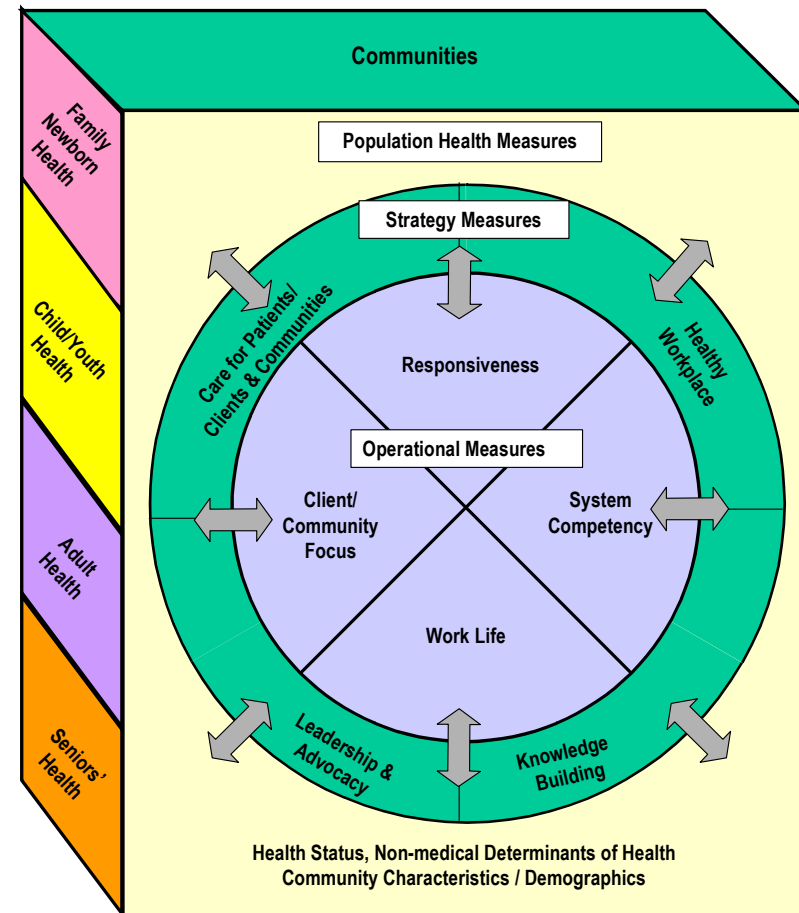
- Information
- Education
- Recognition and Celebration

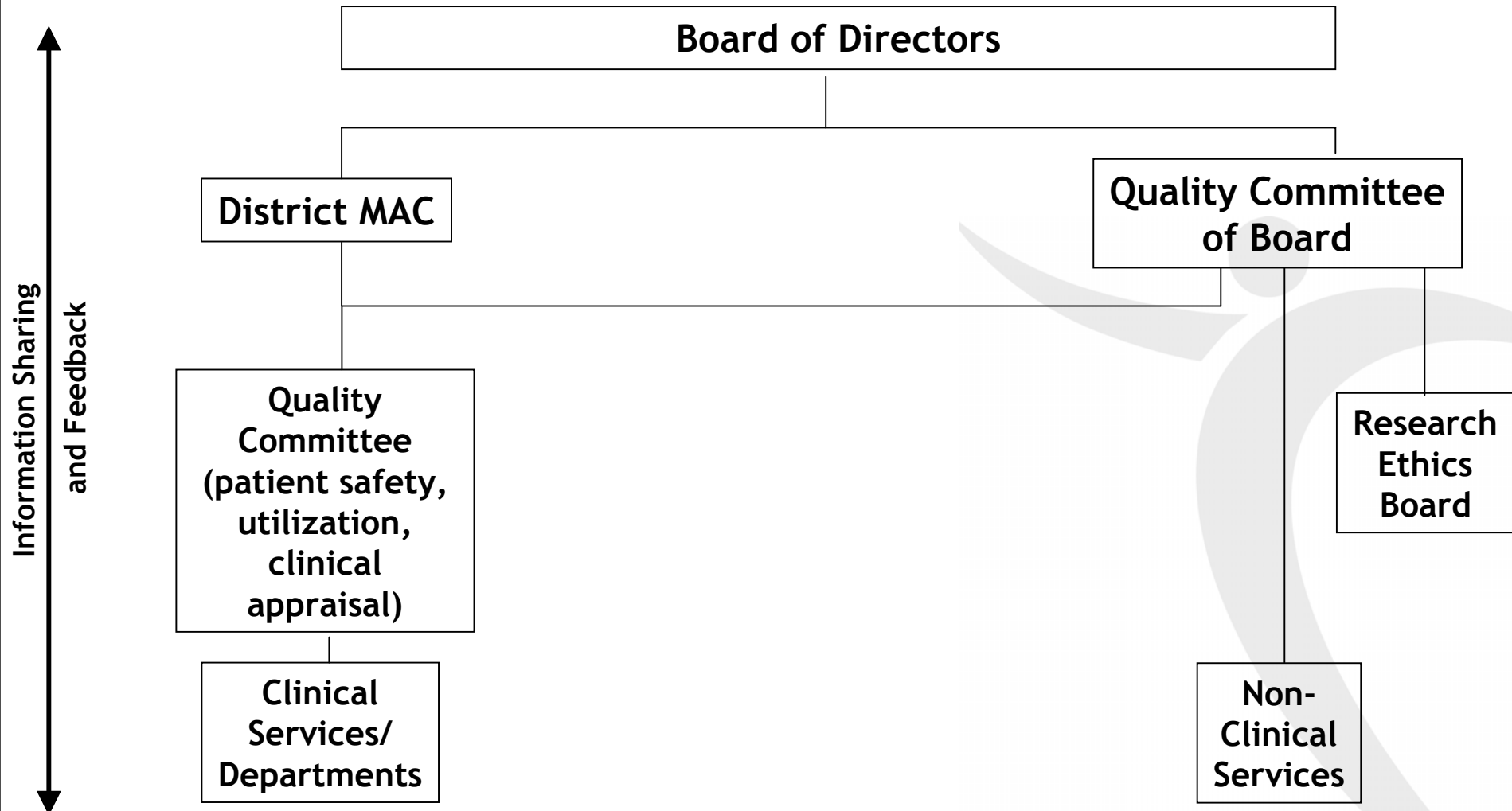




Accountability: Monitoring and Reporting

- Are we improving health?
- How well is the system working?
- Are we achieving our goals?







Next Steps

- Communication
- Clarify structures
- Develop/enhance accountability
- Skills development
- Decision support
- Profile and celebrate

