

Effective Governance in Primary Care

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Safe care...accepting no less
Soins sécuritaires...n'acceptons rien de moins

Effective Governance in Primary Care



Baker et al, 2010

Agenda

- Overview of the Program
- Customization to Primary Care
- Evaluation and Lessons Learned:
 - Pre and post-program knowledge acquisition survey results,
 - Program evaluations, and
 - Action Plans generated by each participating practice at the close of each session.

CPSI Overview



“The Canadian Patient Safety Institute (CPSI) is a not-for-profit organization that exists to raise awareness and facilitate implementation of ideas and best practices to achieve a transformation in patient safety. Funded by Health Canada, the Canadian Patient Safety Institute reflects the desire to close the gap between the healthcare we have and the healthcare we deserve”.

CPSI Overview cont

2013-2018 “*Forward with Four*”:

- Medication Safety
- Surgical Care Safety
- Infection Prevention and Control
- Home Care



Background



In 2012/ 13, MOHLTC commissioned CPSI - in partnership with the Association of Family Health Teams (AFHTO), the Association of Ontario Health Centres (AOHC) and the Nurse Practitioners' Association of Ontario (NPAO) (“partner organizations”) - to customize the *Effective Governance for Quality and Patient Safety* program for the province’s primary care sector.

Background cont



CPSI and partners delivered 10 one-day sessions across the province between February and May 2013 using a common, evidence-based platform of education.

Participation was by invitation and targeted the Board Chair, Chair of the Board Quality Committee and the Executive Director/ Clinical Lead from each practice and included:

1. French language session (Sudbury, April 20, 2013)
2. First Nations' session (Mississauga, April 24, 2013)
3. Additional exclusive Family Health Team session (Mississauga, April 24, 2013)

Participation



A total of **519** individuals participated in the sessions, with representation from **144** Family Health Teams, **13** Community Family Health Teams, **48** Community Health Centres, **9** Aboriginal Health Access Centres and **22** Nurse Practitioner-Led Clinics

Feedback from Participants

- The majority of the individual learning session components were rated as “Valuable” or “Extremely Valuable”. **Small group discussions** were the most preferred way of learning by the participants.
- Pre/ post-knowledge acquisition surveys indicate that participants statistically increased their overall knowledge of the key drivers of effective governance, with the greatest gain in drivers associated with **“information required to plan, design, and implement a board quality improvement plan”**.

Feedback from Participants



- The curriculum of the learning sessions targeted gaps in knowledge that existed prior to the education sessions, particularly with respect to **how boards can improve the quality/ patient safety culture of their respective organizations**
- Post-program support survey data identified a statistically significant preference for **additional live-consultation/** training as compared to web-based options.

Feedback from Participants



Analysis of the initial **Action Plans** developed during the sessions yielded four key observations:

- 1. Capability Building** - Organizations are keen to further understand their roles and responsibilities with respects to quality and safety. Many of the organizations had action statements in support of pursuing further education of governance skills, roles, and quality and safety knowledge.

Feedback from Participants

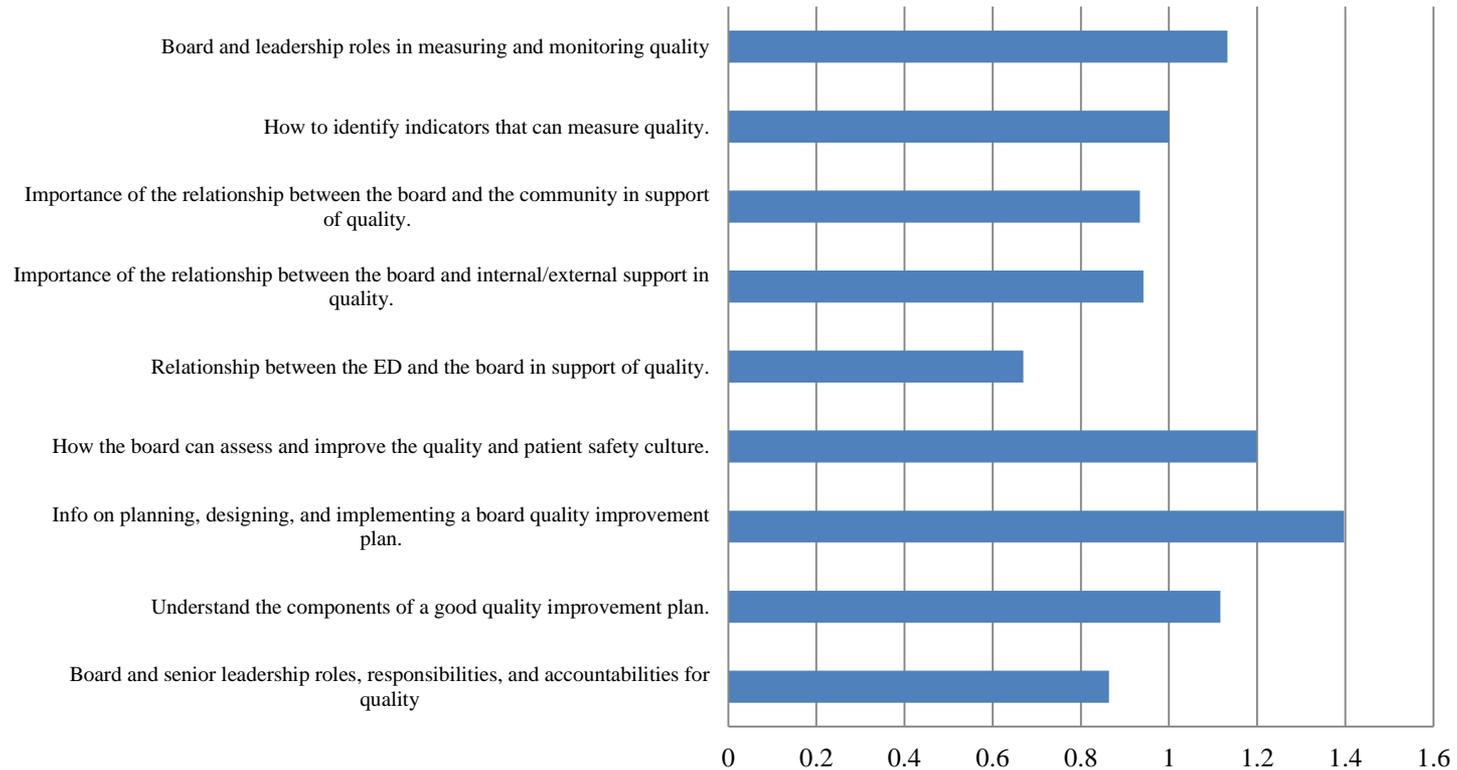
- 2. Measurement and Information** - Organizations want to measure and monitor their performance. Many of the organizations identified the need to create a **dashboard** as a key future activity. Translating operational data into policy and governance level analysis which forms the basis of decision making is a very complex task.
- 3. Culture** - Many organizations are very interested in broadening their level of engagement in quality and safety activities. Organizations want to encourage greater clinical participation in quality. In addition, many want to **engage the community and/ or the clients and their families** in various undertakings.

Feedback from Participants

- 4. Transparency and Accountability** - Organizations also want to increase their transparency and accountability to the community. Many Action Plans included the development of some form of **public reporting** mechanism.

Average Increase in Knowledge Acquisition by Driver

Average Increase in Knowledge Acquisition by Driver



Post-Program Support

The participants responded to questions on interest and / or willingness to pay for one or more of six potential post-program support activities:

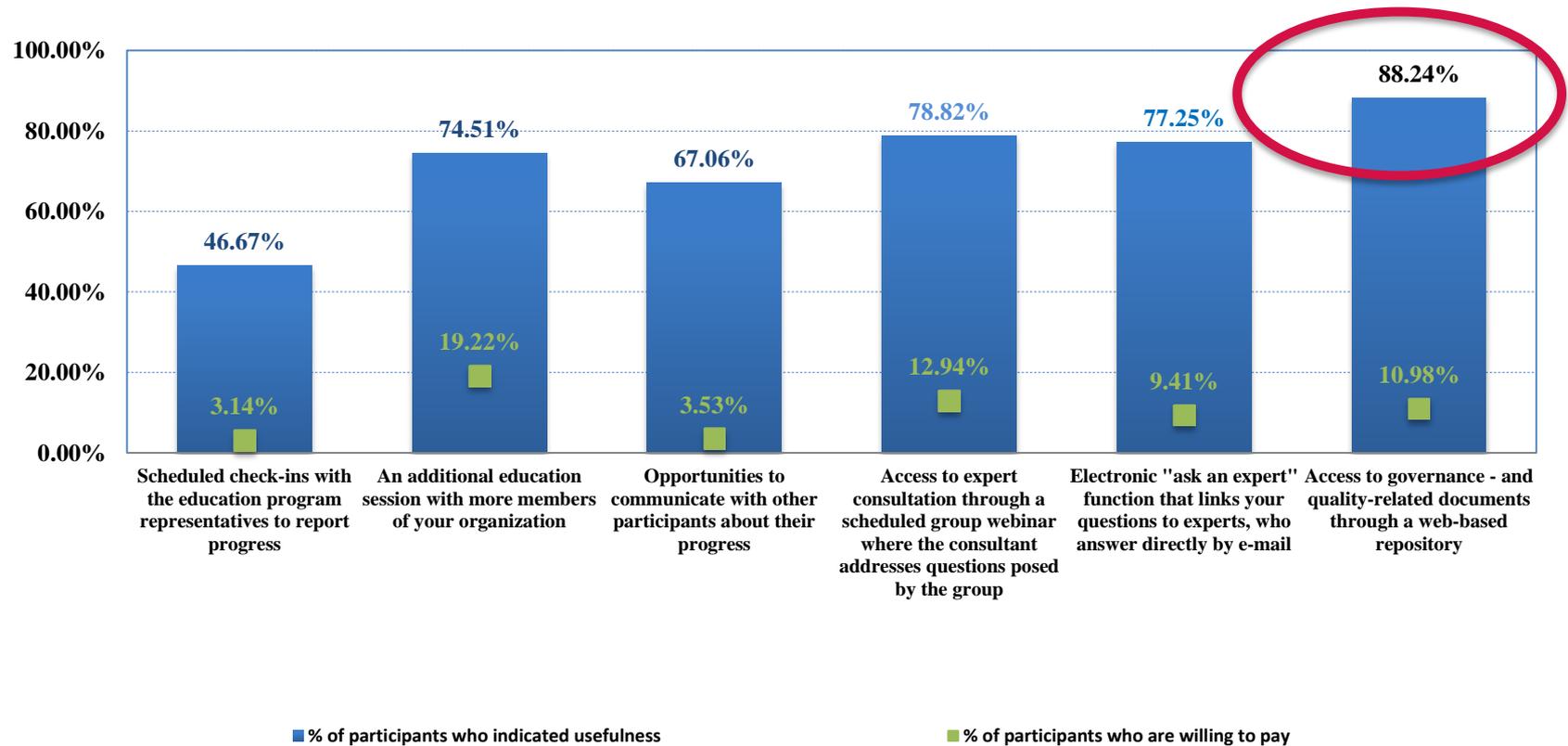
1. Scheduled check-ins with the education program representatives to report on progress,
2. And additional education session with more participants from your organization,
3. Opportunities to communicate with other participants about their progress,

Post-Program Support

4. Access expert consultation through a scheduled group webinar where the consultation addresses questions posed by the group,
5. Electronic “ask an expert” function that links your questions to experts, who answer directly by email, and
6. Access to governance and quality related documents through a web-based repository.

Post-program Support

Interest in Post-Program Support (n=255)



Next Steps from Action Plans

- Identify mechanisms to support and encourage boards to undertake a regular process of self-evaluation.
- Boards require an ongoing process to orientate and educate members on the skills and roles for effective governance in primary care organizations

Next Steps from Action Plans

- Work with partners to identify a core set of measures for primary care organizations.
- Ensure that the measurement set is useful at the operational, senior leadership and board levels.

Next Steps from Action Plans

- Profile and share innovative examples of organizations engaging their communities and citizens.
- Share examples of how boards are making performance information available to the public.

Contact Information



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