Measuring Improvement:

- Grants, AOC projects, Tableau dashboards

Building Capacity:

- Education & Projects

Strengthening Collaboration:

- EZ QMF, UAH DoM– AHS QI day and Patient experience

Access Partnership Project:

- 5 Phases and Connect Care Readiness

Graph 1: UAH (5D2, 3,4 5E2 and 5A4) Urea lab test ordering. Data retrieved. Measuring Improvement:

- UAH implement Incremental cost saving (~100,000.00/12 months) is occurring across these hospitals and medicine wards. Approximately, 80% supports from standard admission order sets that standardize admission orders along with a formal review of lab test order frequency.

- ward Kardex and updated the UAH and RAH medicine admission order form transition supporting a paperless, centralized referral management process for each division.

- Patients and Attending Physicians.

- Publications pending

- UAH PGME and AHS GHI - Pi department supporting Medical staff Pi education together with EVMQC - SCIC serving as the linking bridge.

- Formal celebration of QI, welcomed 300 guests for the first annual UAH-DoM-AHS QI day-Oct 13, 2017. Second annual QI day-Nov 16, 2018; PGME and the Stollery formally joining to share QI projects—X number of attendees.

- Patient advisor active member of EVMQC along with several projects obtaining input from patients which have led to co-designed interventions.

- 63 Physician members and 6 site specific Executive Directors

Access Partnership Project:

- 5 Phase project with 3/5 phases completed. 13 DoM Divisions have completed ARD profiles. The DoM Admins have written standard operating procedures to ensure compliance to both CPSA and AHS Path to Care referral management timestamps. Formal Linkage with ConnectCare underway to ensure operational transition supporting a paperless, centralized referral management process for each division.

Strengthening Collaboration:

- Utilizing the AHS quality management framework (QMF) linking 6 EZ hospitals with a QI physician champion as active members of quality councils.

- Linked Qi Consultants assigned to the UAH and RAH Medicine Program (meet monthly) to assist with sharing and spreading QI innovations increasing impact.

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Tableau dashboard developed. Each DoM Division identified KPIs along with DoM overarching KPIs within a draft tableau dashboard. This information will assist future Connect Care and AMHSP KPIs.

- Secured 3 years of funding for a dedicated QI consultant-Started September 2016.

- Several successful grants (EVMQA and CMO) totaling over $150,000.00 for years 2017 and 2018

- Appropriateness of Care (AOC) Projects: Decreasing the EZ laboratory test cost burden. Involves 3 hospitals (UAH, RAH and MCH). Promoting mindful ordering practices amongst physicians and residents. Interventions included resident education, monitoring of ward lab Kardex and updated the UAH and RAH medicine admission order form in section. Lab test order frequency –daily vs daily x 3 is decreasing for all impacted wards suggesting a mindful review of the lab test order frequency is occurring. A modest decrease in lab test volumes for CBC, Lytes, Creatinine is occurring. Urea testing has significantly decreased as this test was removed from the admission order form. PD3A and UAH medicine admission orders maintain lab test order frequency. Incremental cost saving (~100,000.00/12 months) is occurring across these hospitals and medicine wards. Approximately, 80% reduction in UAH ursa ordering for 3 months post intervention (April 2018) for the UAH PD3A wards has occurred. UAH implemented the updated lab section of the Admission order form April 2018 and RAH will implement in Fall 2018.

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- July 31, 2018 AHS Tableau – insert updated graph dec

RAH– Preeclampsia lab ordering panel was updated with PD3A starting Sept 2017 which removed inappropriate lab tests. Overall change in lab costs per month: $7410 decreased costs (anticipated $88, 920/year in savings) based on 9 months of PD3A data

Eyeball the updated lab section of the Admission order form July 31, 2018. UAH implemented the updated lab section of the Admission order form April 2018 and RAH will implement in Fall 2018.

Tableau dashboards served as the QI platform, nearing 500 trained (476) Residents and Attending Physicians.

- 12 Medical Students (Informal Summer Elective QI) and 8 Credit formal elective Pharmacy 537-2 students completed May 2018

- 35 Projects all aligned to a Quality Council

- Project Posters shared at various conferences: Alberta Quality Summit (2017 and 2018), Choosing Wisely Symposium, CSIM, AGS, and NASOM

- Publications pending