Welcome to today’s session!
Please use chat to “All Participants” for questions
For technology issues only, please chat to “Host”
WebEx Technical Support: 866-569-3239
Dial-in Info: Communicate / Join Teleconference (in menu)
Objectives

• Learn about Canada within the scope of the IHI Open School Network, and highlight local work.
• Build community across the Chapters in Canada, providing space to share challenges and best practices.
• Introduce the Recover Hope Campaign and discuss opportunities for collaboration across the region.
Today’s Agenda

• Welcome and Introductions
• IHI Open School & Canada Overview
• Chapter Introductions
• Discussion
• Recover Hope Campaign Introduction
• Next Steps
Type into the chat box:

Select “All Participants” as the recipient:

1. Name
2. Chapter Name (University/Organization)
3. How long have you been involved with your Chapter?
4. What would you like to learn from today’s call?
Open School Team

Gina Deitz
Senior Program Manager, IHI Open School

Hannah Flath
Program Coordinator, IHI Open School
Global Chapter Leaders

- Seasoned Chapter Leaders who support and coach Chapters to expand their capacity and create a sense of identity and belonging to the community.

- **New Chapter Coaches:** Welcome, guide, and support new Chapters

- **Global Chapter Coaches:** Support, coach, and strengthen established Chapters

- **Chapter Network Coaches:** Build capacity and opportunities for collaboration across the Chapter Network
Global Chapter Leaders

Julie Finnigan  
*Global Chapter Coach*  
Chapter Leader at Brock University

Amar Lachtman  
*New Chapter Coach*  
Former Chapter Leader at Ryerson University

Meghan Cowden, RN  
*Chapter Network Coach*  
Former Chapter Leader at Purdue University
Our Mission

“Advance quality improvement, patient safety, and leadership competencies of health and health care professionals worldwide.”
Online Courses

• **32** online courses in Improvement Capability, Patient Safety, Person- and Family-Centered Care, Triple Aim for Populations, Leadership – all free to students, residents, and faculty

• **More than 600,000** students and residents registered on IHI.org and taking courses

• **More than 4 million** course completions

• **More than 1,500** institutions use the courses as a core part of their training programs or curriculum
Project-Based Learning

Quality Improvement Practicum

1. Learner(s) complete required courses
2. Learner(s) identify local faculty, health system sponsor(s), and project
3. Learner(s) create: charter, cause and effect diagram, 2 PDSA cycles, run charts, summary
4. Learner(s) complete project
5. IHI approves and awards Practicum Certificate of Completion

Leadership & Organizing for Change

- Organizing & Leadership Training
- Improvement Science
- Change
- Subject Matter Knowledge
Our Strategy

- **Online Courses**: Educational modules and activities
- **Community**: Interprofessional Chapters and networks
- **Project-Based Learning**: Guided experiential training
Our Strategy

- **Online Courses**: Educational modules and activities
- **Community**: Interprofessional Chapters and networks
- **Project-Based Learning**: Guided experiential training
IHI Open School Community

- **500,000** students and residents registered
- More than **900** Chapters started in **90+** countries
- Over **50%** of our Chapters are interprofessional
Chapters are:

- Taking IHI Open School courses
- Hosting events at their organization or with other Chapters in their region
- Conducting quality improvement projects
- Participating in national campaigns
- Facilitating activities/learning exercises
- Leading educational reform to incorporate quality and safety into their formal curriculum
A look at the Canadian Region

- **33** Chapters started, with a little over half that have reported activity in the last year.
- **76%** are interprofessional
- **Over 30%** have successfully integrated the Open School courses into the curriculum
- Hosting large-scale, regional events
- Developing QI and PS project opportunities; continuing to build project-based learning programs
Don’t take it from us…
Chapter Introductions

Please take 1-2 minutes to share your:
• Chapter
• Name
• Fun fact (about yourself or your Chapter)
• One Chapter accomplishment in the last year (increased membership, projects, meetings, educational opportunities, etc.) that you are especially proud of
Discussion
Open Discussion

• What specific questions do you have for other Chapters regarding their work? Where are you looking for supporting around upcoming Chapter goals?
Discussion Questions

• What is something your Chapter is hoping to do more of in the future?
• In what ways has your Chapter connected with the IHI Open School in the last year? What did you gain from this experience?
• In connecting with other Chapters in Canada, what is something you hope to learn about from them?
Recover Hope Campaign
IHI Open School I-CAN International Pledge-A-Thon

- October 15 – November 15, 2015
- 27 Chapters representing 8 countries
- 5,333 pledges collected
- Representation from across Canada
IHI Open School Canadian Chapter Network Conference

- Completely student-led initiative, started after Leadership Academy; 8 Chapters worked together over the course of 10 months
- **Theme**: Health Innovation for All
- **Three tracks**: Technology, Health Systems, and Interprofessionalism/Leadership
- **Two sites**: University of British Columbia and University of Toronto
- 6 keynote speakers and 2 panels
- More than **20** workshop sessions
- **400** attendees
The IHI Open School Recover Hope Campaign promotes awareness, prevention, and treatment of substance use disorders. Together, we will improve the lives of 50,000 people living with substance use disorders around the world by April 2020. We will do this by engaging 150,000 members of our diverse, global network of change agents and 150 IHI Open School Chapters to take action together.
We aim to improve the lives of 50,000 people affected by substance use disorders by April 2020.

**Awareness**
Raise awareness and reduce stigma with a focus on equity.

**Prevention**
Prevent substance use disorders and unhealthy substance use.

**Treatment & Recovery**
Improve treatment for individuals with substance use disorders.

**1. Change the Narrative**
Sharing stories to raise awareness of substance use disorders as a chronic disease, reduce stigma, and confront systematic oppression underlying substance use.

- **Measure**: $x$ # of people have signed a pledge to use the language of recovery
- **Aim**: 5,000

**2. Save Lives from Overdose**
Train individuals to recognize overdoses and intervene by administering naloxone.

- **Measure**: $x$ % of Open School Chapters are launching overdose death prevention programs
- **Aim**: 20% of active Chapters (60/300)

**3. Improve Pain Management**
Support best practice opioid prescribing and alternative pain management in health systems.

- **Measure**: $x$ # of organizations are changing prescribing patterns; $x$ # of organizations are offering multimodal pain management approaches
- **Aim**: 30

**4. Reform University Curricula**
Promote education and training on prevention, diagnosis, and treatment of substance use disorders into university curricula.

- **Measure**: $x$ % of universities in the Chapter Network are building SUD educational programs
- **Aim**: 10% of active Chapters (30/300)

Measure: aggregation of project-specific outcome measures: death and disease prevented, wellbeing improved.
The work is already underway!
Julie Finnigan – Save Lives from Overdose

- **Project #1**: Goal: to reduce the number of deaths from substance use disorders in the Niagara Region by increasing the community’s knowledge of accessing and using naloxone kits.
- Methods: posters, social media posts, presentations
- Partnerships Formed:
  - Niagara Region Public Health outreach team
  - Positive Living Niagara + Overdose Prevention and Education Network of Niagara (hosting the region’s first Overdose Prevention Site)
  - Brock University clubs and professors (to advocate at events and during classes)
Project #2: Goal: to improve rapid access to emergent care for individuals suffering from a substance-related overdose through bypassing the emergency department (ED) and moving directly to the rapid access addiction medicine clinic (RAAMC) for care.

- Methods: Re-direct at the ED, greater advertisement of services offered at RAAMC, changing the policy around referral to RAAMC (allowing ED nurses to refer patients)

- Partnerships formed:
  - Niagara Health hospital system (ED management and nurses, as well as RAAMC management and nurses)
  - Brock University faculty member to assist with research
  - Quality and Patient Safety Specialist to assist with gaining access to the hospital units and conducting our PDSA’s
University of Toronto – Change the Narrative

- **Project**: To engage 200 members of the Toronto community in raising awareness and reducing stigma associated with substance use disorders by building the capacity of interprofessional students at UofT and creating a platform for individuals to share their personal narratives (direct or indirect) by June 2019.

- **Outcome Measure(s)**: Pre-post surveys (increase knowledge in patient safety/substance use, use of appropriate language), Pledges (increase spread of appropriate terminology in the community, reduce stigma on campus)

- **Process Measure(s)**: Number of students attending the event, number of repeat attendees, number of stories shared, completion rate of surveys, social media report (clicks, shares etc.), number of conversations related to substance use disorders following events

- **Balancing Measure(s)**: Demographics of students attending (representation from all health science disciplines) and of individuals sharing stories (to ensure diverse report)
Insharah Sajanlal – Improve Pain Management

- **Project Aim:**
  We the IHI Ryerson Open School chapter are going to transform pain management by distributing 100 flyers to physicians and patients across ED’s in order to reduce opioid prescriptions by 10% and improve health literacy amongst patients by April 2019.

- **Outcome Measure(s):** Reduction in number of overdoses in Toronto, # of lives saved following our NARCAN training workshop

- **Process Measure(s):** # of opioid prescriptions coming out of the ED, # of flyers distributed across the ED, # of students attending educational workshops by the end of the year.

- **Balancing Measure(s):** Since Toronto is multicultural, flyers would need to be present in languages other than English. We will also ensure that medical jargon isn’t used at our workshops/flyers.
Juliana Sunavsky – Change the Narrative

- Project: Organize a week long campaign on substance use disorder in Feb with social media, keynote speaker, article publication in university journal
- Status: working on sharing with her chapter. Had done some tabling at new student events
- Coached on turning events into more of a longer term project, instead of one thing and creating specific aim
- Talked about potential tactics could use to build momentum
- Discussed measurement – engagement, attendance, pre/post survey
Who is feeling inspired to get involved?
What questions do you have about the campaign?
Recover Hope Campaign

• How would Canada like to engage with this campaign on a regional level?
• What AIM do we have for the region?
• What are our next steps?
Idea for a Virtual Canada-Wide Conference!

• Interested? This is an idea we have – we want to hear your feedback!
• The conference could be organized through collaboration of multiple Canadian Chapters
• Speakers present virtually
• Attendees attend virtual sessions but are still able to interact with other attendees and presenters through microphones and webcam videos
Next Steps
Feedback for us!

• What worked well on this call?
• Was anything missing?
• What would you like to see on a follow-up call?
Update the IHI Open School

Changes in your leadership team? Let us know!

Update your Chapter’s contact information from the Chapter homepage on the IHI Open School website or email us at openschool@ihi.org.
Global Chapter Leaders are just an email away

• New Chapter Coaches: newchaptercoach.ihi.os@gmail.com

• Global Chapter Coaches: globalchaptercoach.ihi.os@gmail.com

• Chapter Network Coaches: chaptternetworkcoach.ihi.os@gmail.com
Thank you!