

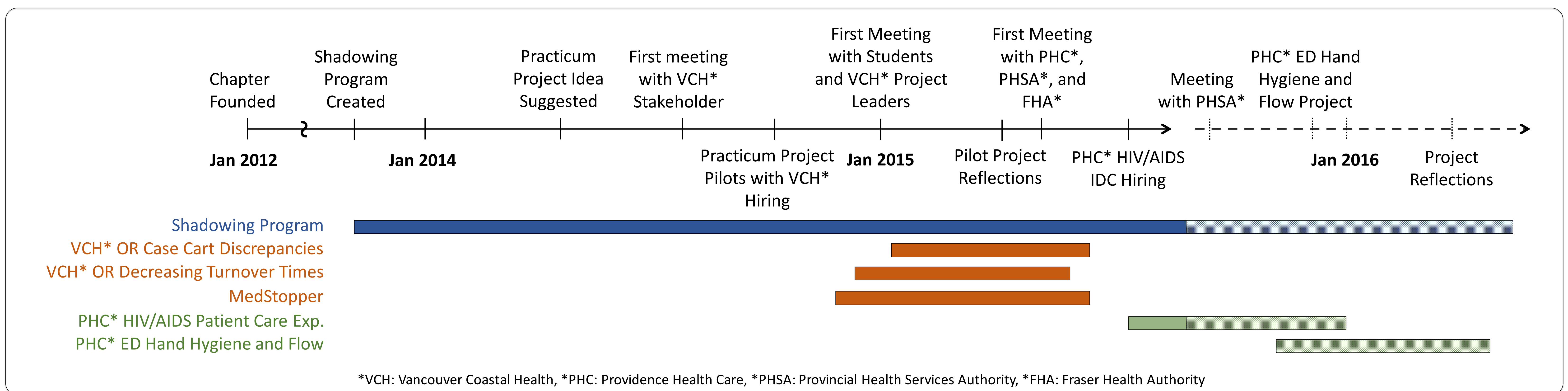
Quality Improvement Practicum Projects: Bridging the Gap between Theory and Practice

Institute for Healthcare Improvement Open School: University of British Columbia Chapter

Authors: Melissa M. Wan, B.Sc. Candidate; Hiu Kan Cheung, B.MLSc. Candidate; Marissa Mar, M.H.A., B.A.;
Andrea Jones, M.D./Ph.D. Candidate, B.Sc.; Jenna Smith-Forrester, M.D. Candidate, M.Sc, B.Sc.

Faculty Advisors: Andrew Wray, M.H.A.; Dr. D. Douglas Cochrane, M.D.; Dr. Malcolm Maclure, Sc.D.; Lesley A. Bainbridge, B.SR. (P.T., M.Ed., Ph.D.)

Overview



Background

The success of our IHI UBC Shadowing program has shown that undergraduate and graduate students are passionate about improving the current quality of care.

Many participants have requested the creation of long-term, practical projects to both complement their learning and open up career opportunities.

Mission

To provide both short-term and long-term practical opportunities for UBC students to learn from and contribute to the work of QI health care professionals in Vancouver, British Columbia, Canada.

Lessons Learned

Challenges

- Integrating student-centered objectives and institutional outcomes
- Breaking down initial barriers between students and staff
- Structured vs. flexible projects?
- Dissemination of results and experiences
- Are the projects too short to be able to implement and sustain meaningful change(s)?

Student Feedback

"Our interdisciplinary background lent itself to...new perspectives"

"[I worked] with...a team of people from different fields than me but with the same interest in improving healthcare, one small step at a time."

Staff Feedback

"I liked having the opportunity to share our... challenges with the students and... to hear their perspectives of our challenges."

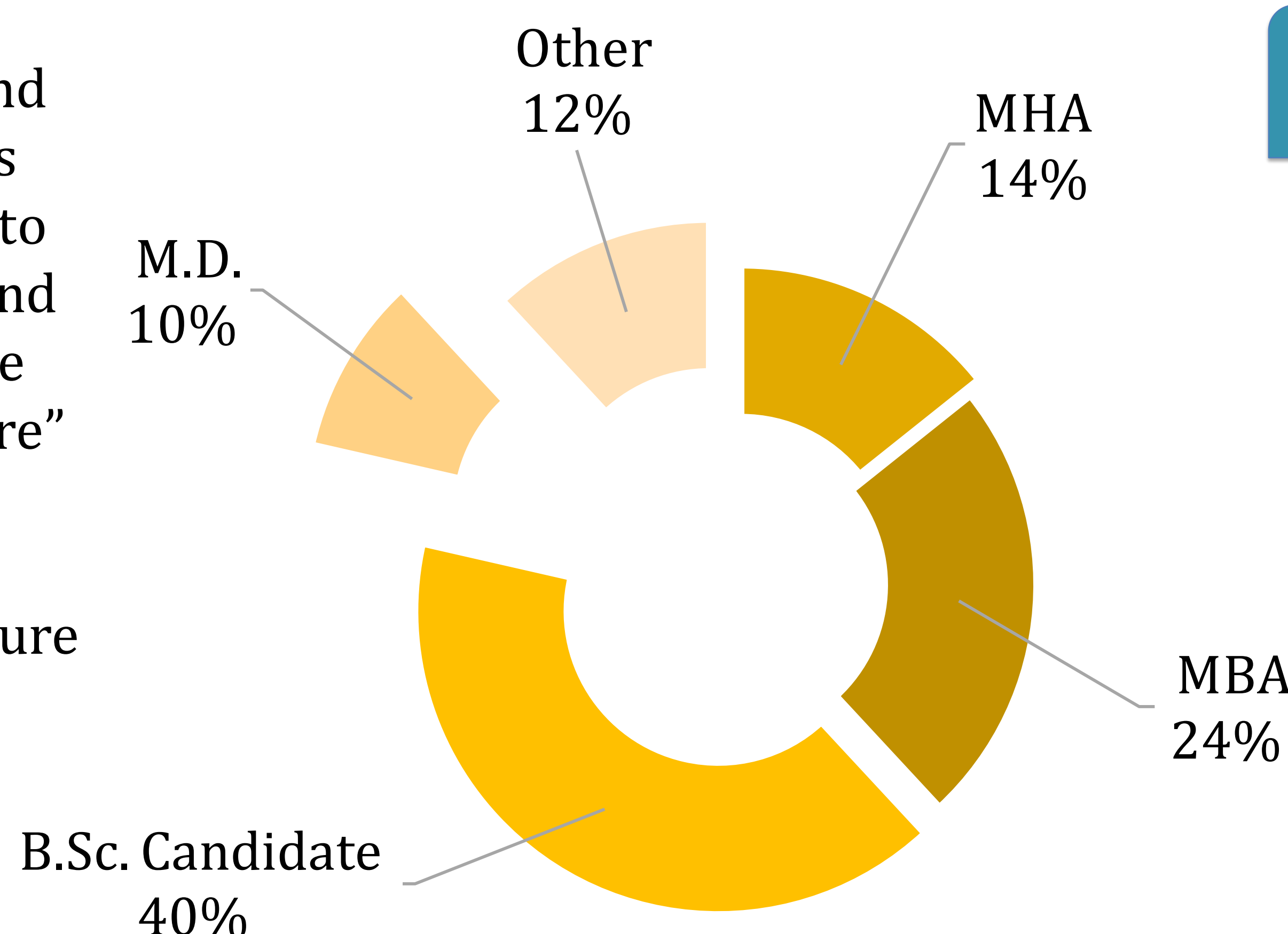
Recruitment

Stakeholders

VCH's Quality and Patient Safety's Releasing Time to Care initiative, and "The Productive Operating Theatre" (TPOT) team.

Dr. Malcolm Maclure & Dr. James McCormack

Student Applicant Demographics



Future Plans

Currently 4 projects ongoing with more coming in Jan. 2016!

Introduce the practicum as an option for UBC MD students to participate for school credit as part of the "FLEX" program.

Acknowledgements



Linda Dempster
Felicia Laing
Andrea Gilliver
Sandy Kwok



How you want to be treated.

Camille Rozon
Elise Roaf
Vickie Lau



Dr. Martin Freedman



Alan Cassels



Dr. James McCormack

January 2015 Pilot Projects

Students were self-guided with support from staff, the IHI Open School Quality Improvement Practicum Course (QI 201), and IHI UBC co-directors.

↓ OR Turnover Times

- Created protocol to improve communication between healthcare professionals, cleaners, and other staff
- With use of protocol, decreased turnover time by an average of 4 min.

↓ OR Case Cart Discrepancies

- Modified an existing highlighting communication system to improve interdepartmental communication
- Updated surgical case cart sheets

MedStopper

- Evaluated effectiveness of the MedStopper tool in reducing polypharmacy in a senior care home
- Changes to user interface made
- Tool is now available for online use

Summary

Student Team

MHA, RN
MBA, BASc
BSc Pharmacy
BA Psychology

MHA, BSc Biology
BSc Pharmacology
MD, BSc Microbiology
BSc Computer Science

BSc Kinesiology
BSc Pharmacology
BMLSc
BSc Integrated Science