

# Healthcare Excellence

*An Issue of Quality and Safety*



With health systems under strain, a focus on **safety and quality** has never been more important

# Canadian Quality and Patient Safety Framework

5 key dimensions





When it comes to moving  
health care practices  
forward efficiently,  
**Canada is a country of  
perpetual pilot projects.**

*- Monique Begin*

# Fanning the flame of innovation

## Virtual Care



Good ideas can wither.  
But that is not always the case.  
**The pandemic has shown  
us otherwise.**



# % In-Person Healthcare Visits

**In-person GP visits**  
*2019 (pre-pandemic)*

**80-90%**

**Non-COVID**  
*April 14-21, 2020*

**40%**

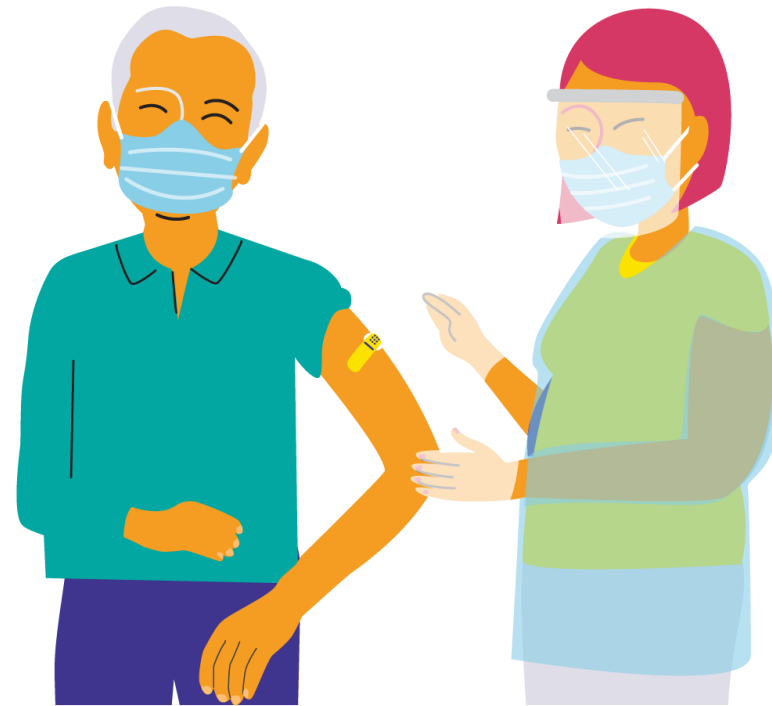
**COVID**  
*April 14-21, 2020*

**~33%**



- 68.2% of the world population has received at least one dose of a COVID-19 vaccine

12.8 billion doses have been administered globally



# LTC + Acting on Pandemic Learning Together



**40**

long-term care and retirement homes



**1500+**

homes have joined together



care for more than

**180,000** residents



**Self-  
assessment**

**Action  
plan**

**Supported  
coaching**

**Virtual  
learning**

**Peer-to-peer  
connections**

**Seed  
funding**

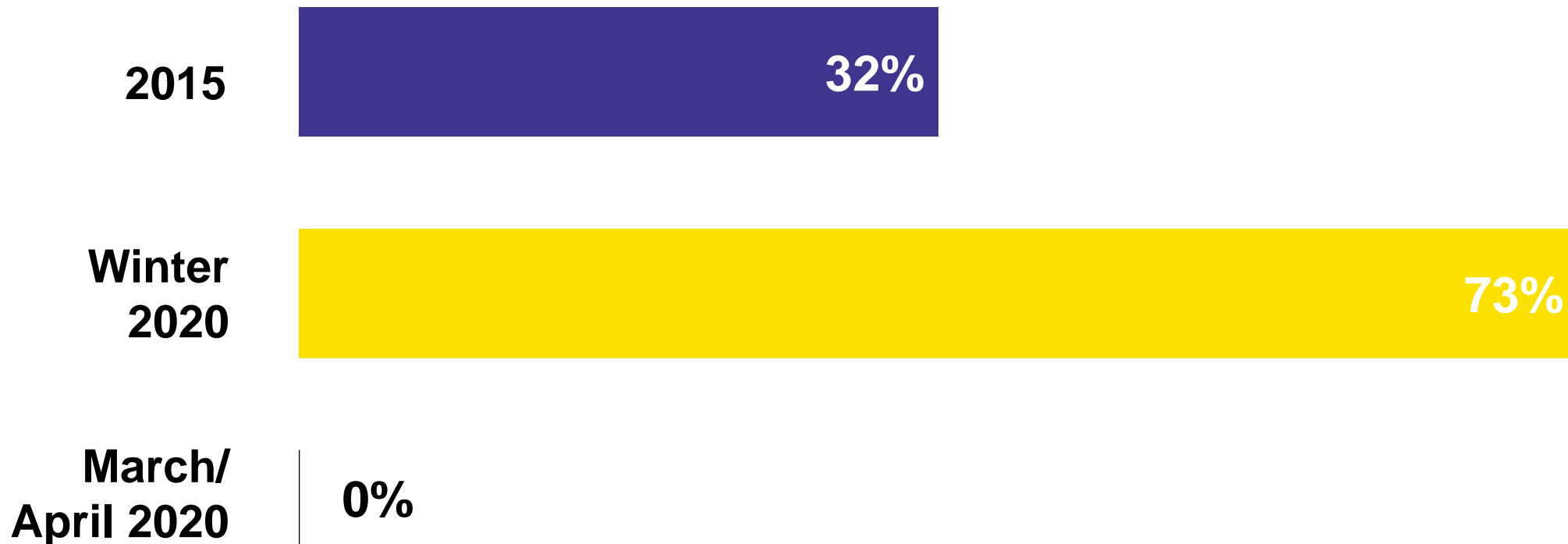




Innovation is not a  
one-way street  
and **success is not  
always guaranteed**



# % Hospitals with Accommodating Visiting Policies - Canada



# The key to success

## Sustain



Still happening

## Spread



Happening elsewhere

## Scale



Happening everywhere

# Myth

It takes a hero



# Spreading and scaling innovation is a group effort



Credit: Celeste, Residents of Avalon Care Centre, Group Hug



**Long term commitment**

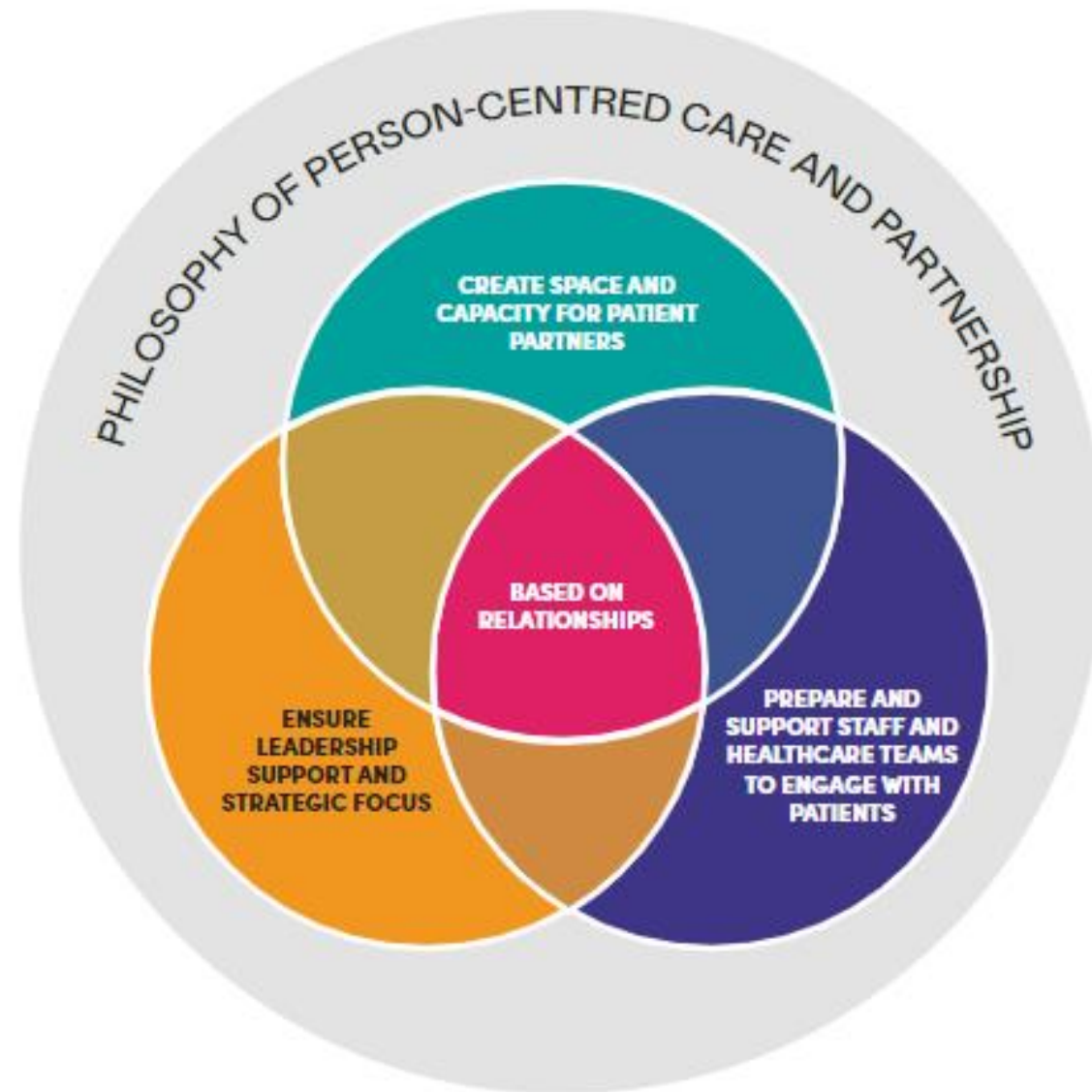


**Sustainable effort**



**Adaptable plan**

# Engagement-Capable Environments



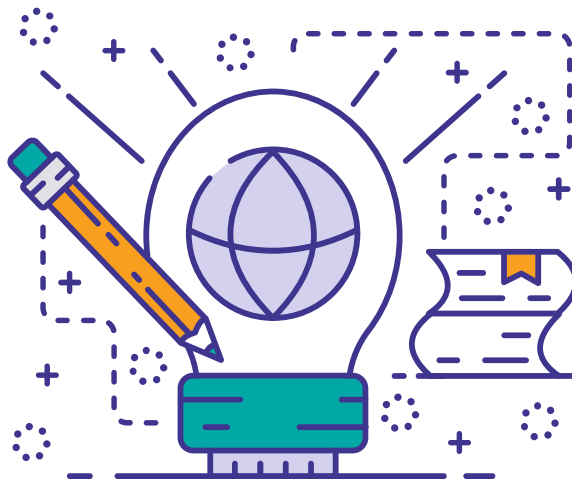
# Myth

All good ideas should spread everywhere





Some innovations  
are **dependent on features  
unique to that environment**



**Actively containing**  
or **retiring innovations**, and **spreading  
and scaling** those with more promise



Finding  
**evidence-informed ways**  
of improving the odds



**Partnering to identify  
proven innovations**



# Myth

Good ideas spread  
on their own

3



# Building capacity for large-scale change

If one group had tried this in isolation, it wouldn't have worked. This was never a 'top-down' initiative. It was always seen as a true collaborative, with all stakeholders at the table.

Karla Faig, Department of Health, New Brunswick  
Connected Medicine Collaborative



# Myth

We just need to try harder (or pay more)



4

# Different approaches attract early adopters



# Safer Care by Design

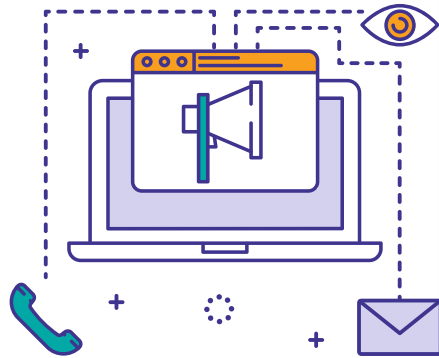
- 1 Leadership for safety
- 2 Enabling front-line actions to deliver safer care
- 3 Partnering with patients and caregivers
- 4 Learning practices to reinforce safer behaviours and systems

# Safer Care

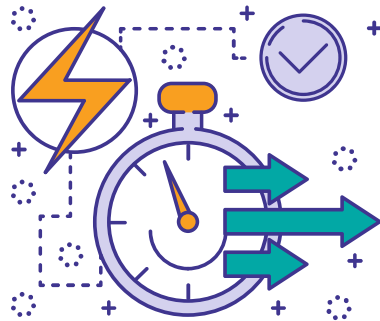








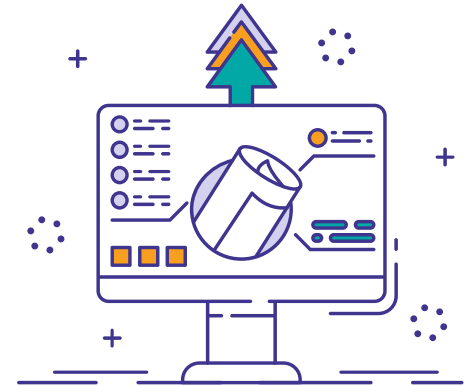
**Find & promote  
innovators**



**Drive rapid  
adoption**



**Build capabilities  
and cultures**

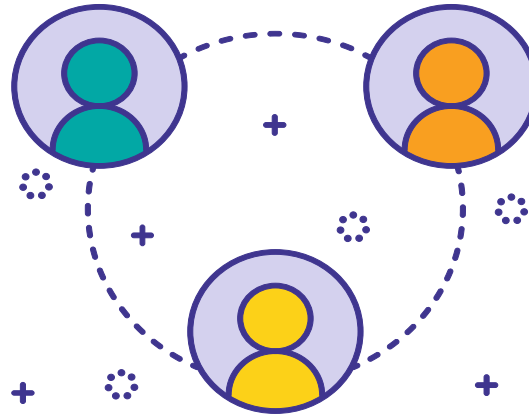


**Catalyze policy  
change**

**“Excellence” sits at the heart of our new name**



It is a **standard** we strive towards



A **calling** that demands action and inclusion



A **goal** we define together - across boundaries and silos

**“Excellence” is why we’re so determined**

# All Teach, All Learn

- Grab & go resources at [HealthcareExcellence.ca](https://HealthcareExcellence.ca)
- Connect with colleagues facing similar challenges
- Make change together



**Let's get started  
together**