The QI Coach/Facilitator Role in a Primary Care Research/QI Collaboration to Improve Care for Elderly Patients with Complex Care Needs
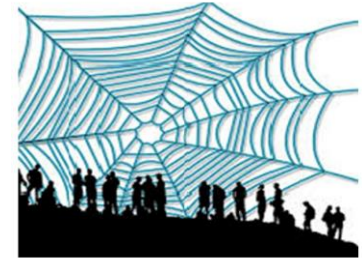
International Conference on Practice Facilitation
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Presenter Disclosure

- **Presenter:** **Patricia O'Brien RN MScCH**

- **Relationships with financial sponsors:**
  - **Grants/Research Support:**
    - **Canadian Institute of Health Research (CIHR)**
  - **Speakers Bureau/Honoraria:** **None**
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  - **Patents**: **None**
  - **Other:** **Manager, Quality & Innovation Program**

Disclosure of Financial Support

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- **This program has received <u>in-kind/cash</u> support from the following organizations**

Organization	Support	Organization	Support
North York General Hospital	Cash/In-kind	University of Toronto Practice Based Research Network (UTOPIAN)	In-kind
Quality & Innovation Program, Department of Family & Community Medicine , University of Toronto	In-kind	The College of Family Physicians of Canada	In-kind
Dept. of Family Medicine, Faculty of Medicine, University of Ottawa	Cash	Dept. of Family Medicine, Faculty of Medicine & Dentistry, University of Alberta	In-kind
Dept. of Family Medicine, Faculty of Medicine, University of Calgary	In-kind	Manitoba Primary Care Research Network, Department of Family Medicine, University of Manitoba	In-kind
Dept. of Family Medicine, Max Rady College of Medicine, University of Manitoba	Cash	Research Manitoba	Cash
Fonds de recherche du Québec – Santé	Cash	Réseau-1 Québec, Université de Montréal	Cash
Nova Scotia Health Authority	Cash/In-kind	Dept. of Family Medicine, Dalhousie University	Cash/In-kind
Vice President Research Office, Dalhousie University	Cash	Dept. of Community Health & Epidemiology, Dalhousie University	
Undergraduate Medical Education, Faculty of Medicine, Dalhousie University	In-kind	Dalhousie Medical Research Foundation	Cash
Doctors Nova Scotia	Cash/In-kind	Maritime SPOR SUPPORT Unit	In-kind

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A QI-Research Collaboration Opportunity
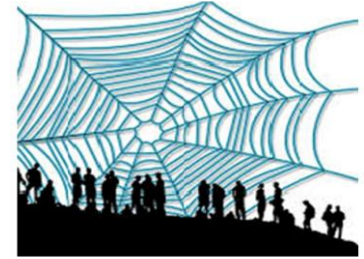
Focused on translating evidence into practice, we designed collaboration between our practice-based research network - UTOPIAN and the Quality & Innovation Program

QI Lens: offering attention to a contextually-sensitive, methodological approach to change

Research Lens: offering the scientific evidence for implementation

Polypharmacy Amongst Complex Older Patients

- CIHI: Drug use among seniors in Canada, 2016:
 - **26.5%** of older Canadians were prescribed 10[+] medication classes each year
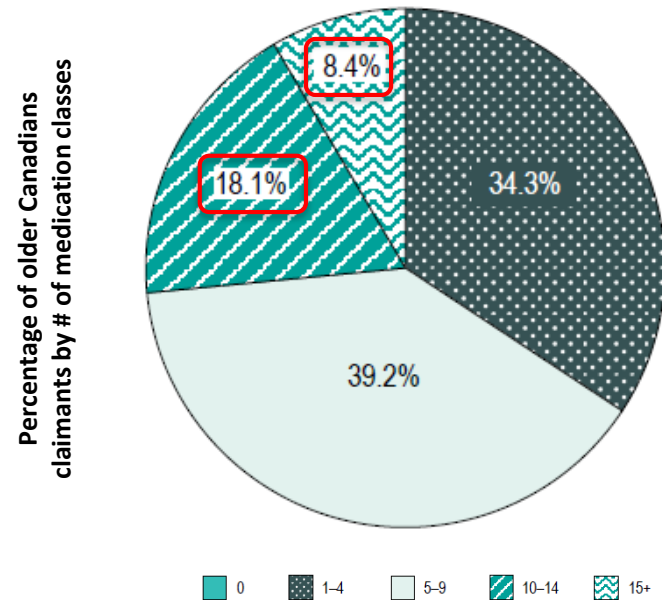
Canadian Institute for Health Information. *Drug Use Among Seniors in Canada, 2016*. Ottawa, ON: CIHI; 2018.

SPIDER: A Comprehensive QI Approach for Safer Prescribing

- **S**tructured **P**rocess **I**nformed by **D**ata, **E**vidence & **R**esearch
  - The Institute for Healthcare Improvement (IHI) Breakthrough Series Model
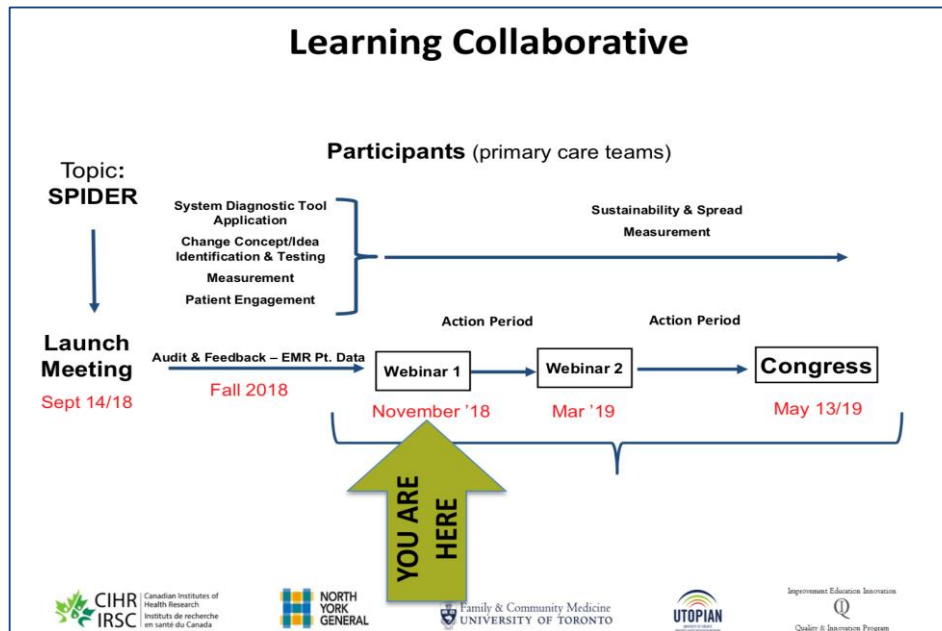
- A structure to enable inter-team networking, sharing, and QI knowledge and skill capacity building

- A process to facilitate learning between teams and from experts

SPIDER: A QI approach for Safer Prescribing

Key Elements of SPIDER Approach	Principle Embodiment
QI Learning Collaboratives o Involving interprofessional teams (physicians, nurses, pharmacists, admin) o Engaging patient partners throughout the process o *'All teach, all learn'*	o Patient-focused o Involvement of the team o Learning together
Support of Practice Coaches/Facilitators o Adapt/guide QI approach for practices o Build capacity for using improvement tools o Address sustainability to ensure lasting positive change for practices and patients o Facilitate inter-team communication and sharing	o Continuous improvement
Provision of validated and comparable EMR data for feedback and measurement	o Use of data for decision making & learning

Quality Improvement Coach

"QI coaching is an approach used to support improvement in healthcare that focuses on building individual and organizational capacity for continuous improvement" *(Knox, 2010)*

Knox L., ed. (2010). *Report on the AHRQ 2010 consensus meeting on practice facilitation for primary care improvement.* Agency for Healthcare Research and Quality. Rockville, MD.
Nagykaldi, Z., Mold, J., & Aspy, C. (2005). Practice Facilitators: A Review of The Literature. *Family Medicine*, *Vol. 37*, No. 8, 581-588.
Baskerville, B., Liddy, C., & Hogg, W. (2012). Systematic Review and Meta-Analysis of Practice Facilitation Within Primary Care Settings. *Annals of Family Medicine*, *Vol. 10*, No. 1, 63-74.

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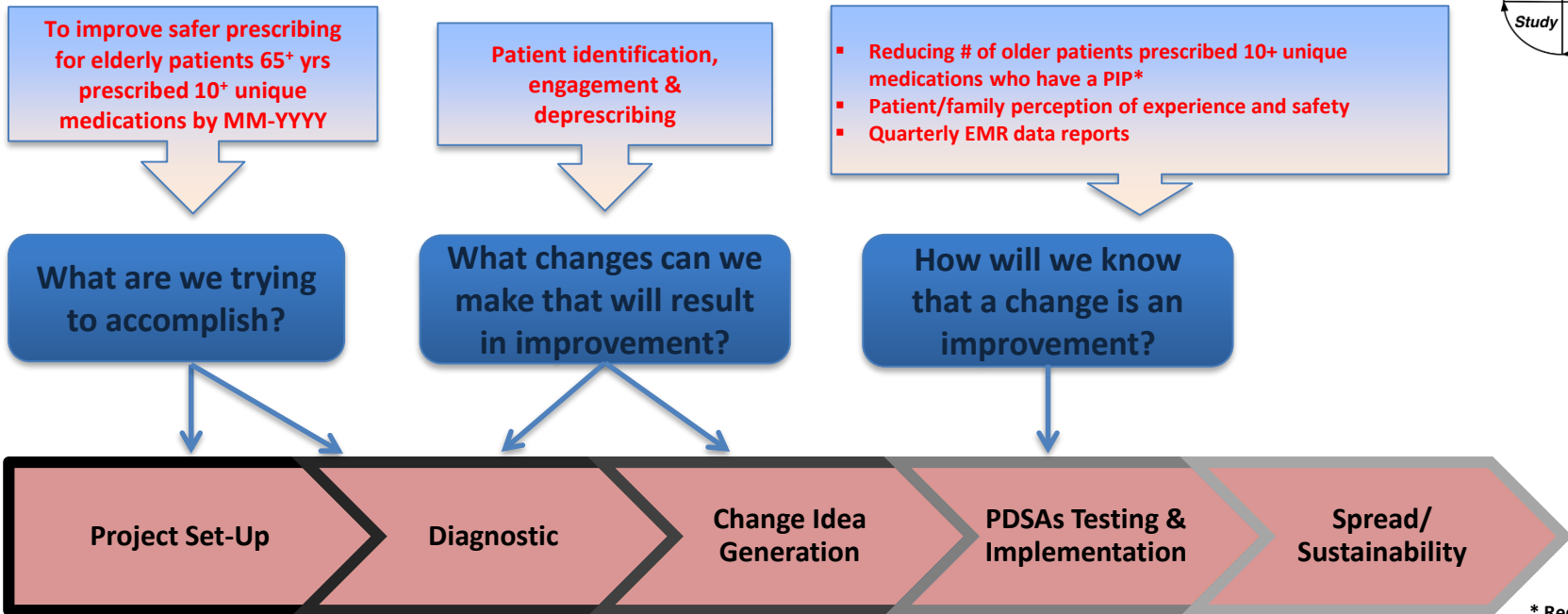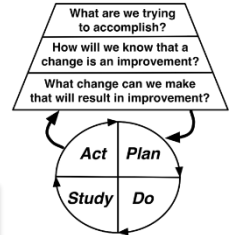UNIVERSITY OF TORONTO
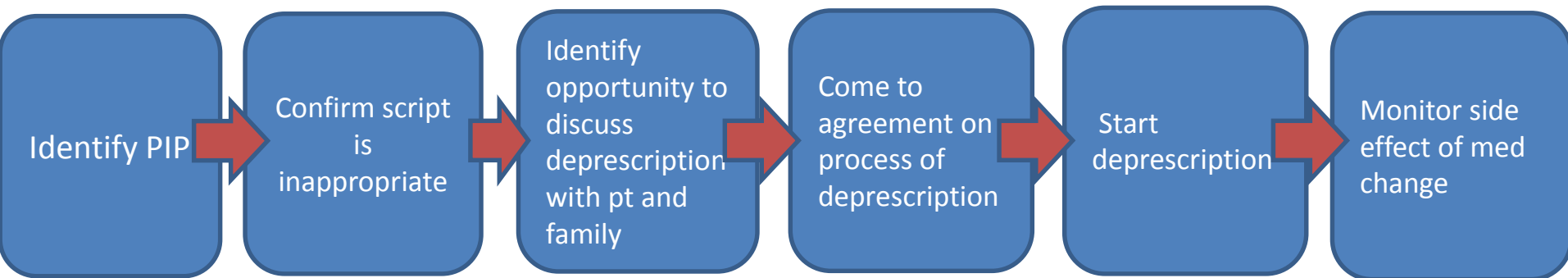
Quality Improvement Coach

- QI Methodology Guidance & Capacity Building
  - System Diagnostic Tools
  - Patient Engagement
  - Measurement Interpretation & Display
  - Change Idea Generation
  - Testing Change
  - Sustainability/Spread Considerations
  - Sharing ideas from/with others
  - Amplifying your concerns/issues

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Quality Improvement Application Process

To improve safer prescribing for elderly patients 65+ yrs prescribed 10+ unique medications by MM-YYYY

Patient identification, engagement & deprescribing

- Reducing # of older patients prescribed 10+ unique medications who have a PIP*
- Patient/family perception of experience and safety
- Quarterly EMR data reports

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act | Plan
Study | Do

What are we trying to accomplish?

What changes can we make that will result in improvement?

How will we know that a change is an improvement?

Project Set-Up	Diagnostic	Change Idea Generation	PDSAs Testing & Implementation	Spread/ Sustainability

* Reduce # prescriptions/pt.

Identify PIP → Confirm script is inappropriate → Identify opportunity to discuss deprescription with pt and family → Come to agreement on process of deprescription → Start deprescription → Monitor side effect of med change

Deprescribing Algorithms	Patient Education Materials	Deprescribing Toolkits	Webinars
PPI **Antipsychotics** **Benzodiazepines** **Sulfonylurea**	Patient resource for Use of PPI Treating dementia with Antipsychotics Sleeping pills in older adults PPI patient decision aid Deprescribing information pamphlets	Drowsy without feeling lowsy (deprescribing Benzo toolkit) Bye Bye PPI (deprescribing PPI toolkit)	Deprescribing in Primary care (Choosing Wisely Canada) Shared decision making with pts (deprescribing.org)

* At any point in the process, a clinician may decide the prescription is still required and process stops for that patient

Quality Improvement Curriculum

- QI Methodology Guidance & Capacity Building:
  - https://www.dfcm.utoronto.ca/quality-improvement-curriculum
    Modules:
      - Introduction to QI
      - System Diagnostic Tools
      - Identifying Team
      - Model for Improvement
      - Measurement for QI in Primary Care
        - whiteboard video series

  - Mainpro+ certified content
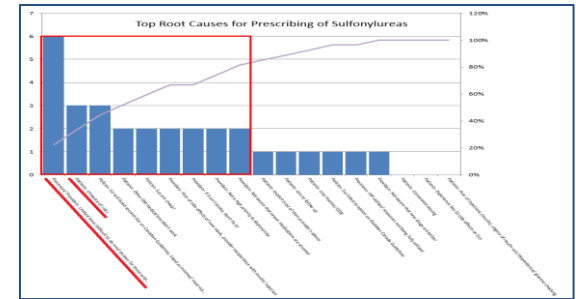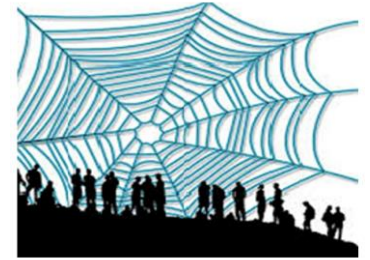
QI Coach/Facilitator Focus

33 physicians/9 teams participating
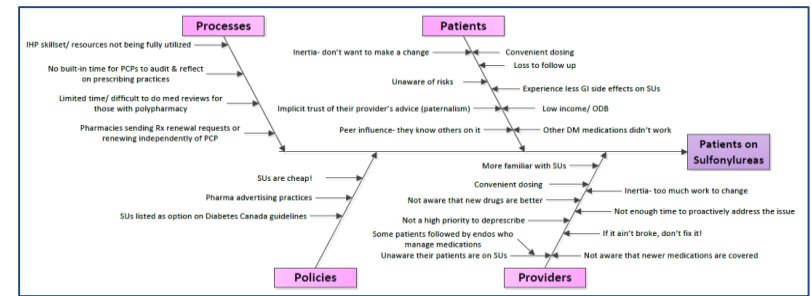
o Application of QI process (current state reflection, team design, diagnostic tools)

o Inter-team communication
   Between practice teams
   Between practice and research teams

o Sharing and collaboration culture

   Sharing tools, e.g. project charters, diagnostic tools
   Sharing resources, e.g. clinical pharmacist with two smaller teams

o Patient re-identification has been completed with the help of UTOPIAN data manager and SPIDER project manager

Thank you!