

QI Power Hour with
Aubrey Tollefson

Increasing primary care access:

Practical, clinic driven quality
improvement





Land Acknowledgement

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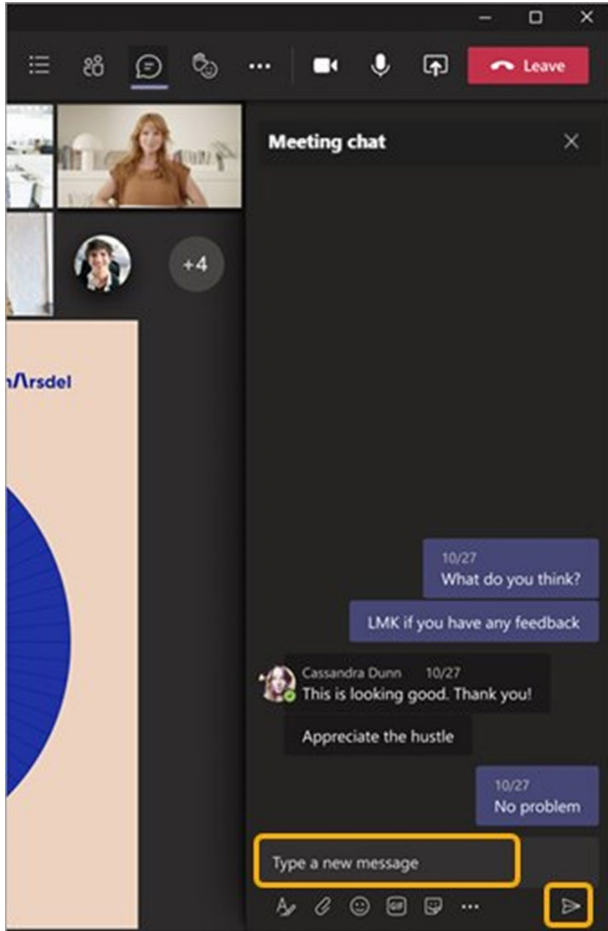


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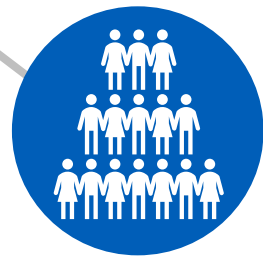
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Share questions, comments, and ideas

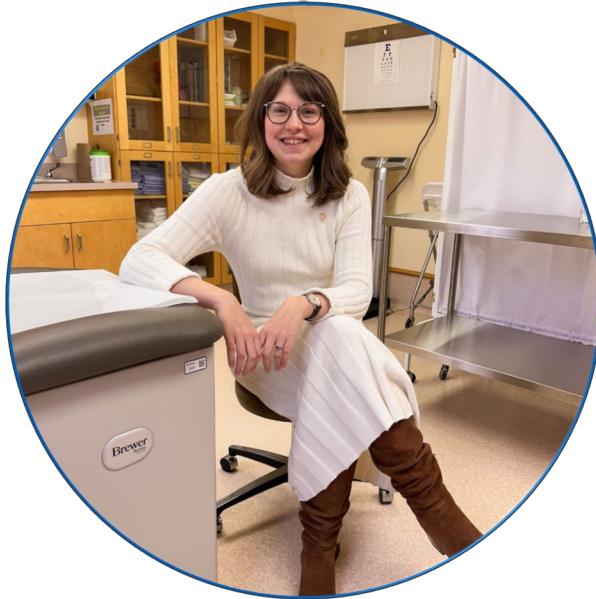


Click on the **message bubble icon** to access the chat



Send to **Everyone**

Aubrey Tollefson



Aubrey is a nurse practitioner, farm wife and mom to her son and dogs. She has been working in rural primary care for the past two years with a prime clinical interest in women's health, particularly women's reproductive health. She sees a wide range of patients in a day from week old infants to geriatrics, to palliative care. Prior to completing her master's degree at the University of Saskatchewan in 2022, she was a registered nurse working in rural ER and acute medical care. When she's not working, Aubrey enjoys baking, gardening, knitting, sewing, and watching her son play hockey.



Increasing primary care access: Practical, clinic driven quality improvement

Aubrey Tollefson, MN-NP





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01

Quality improvement that works



What the research says and how to do it





Making meaningful change

Practice facilitation with experts either external or internal to an organization can be a key to quality improvement work, but not without local stakeholder involvement.

Problem identification

Clinical problems are as individual as the providers and patients in any clinical area. Problem identification and definition is the first step in making meaningful change.

- Patients Medical Home Questionnaire
- Review the Literature
- Narrow the Topic

You want to take a broad problem area (patient access to care) and narrow it to something specific (time to third next available appointment).



Narrow your focus



Clearly define your problem/focus



How does the literature define your problem



Know what your problem isn't



PDSA primer



Plan

What do you want to accomplish? And what is the first small step?



Do

Choose one SMALL act that you think could affect your larger goal and implement it.



Study

Collect data before, during, and after your change.



Act

Decide if you should keep the change, make further changes, or scrap it altogether.

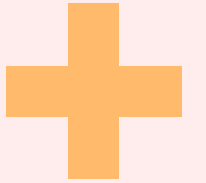
Sustainability

Commitment
from
management

Real-time
feedback

Front-line staff
involvement

Team attitude





02

The Lafleche primary care access improvement initiative



Practical approach to clinical quality improvement



Where we started

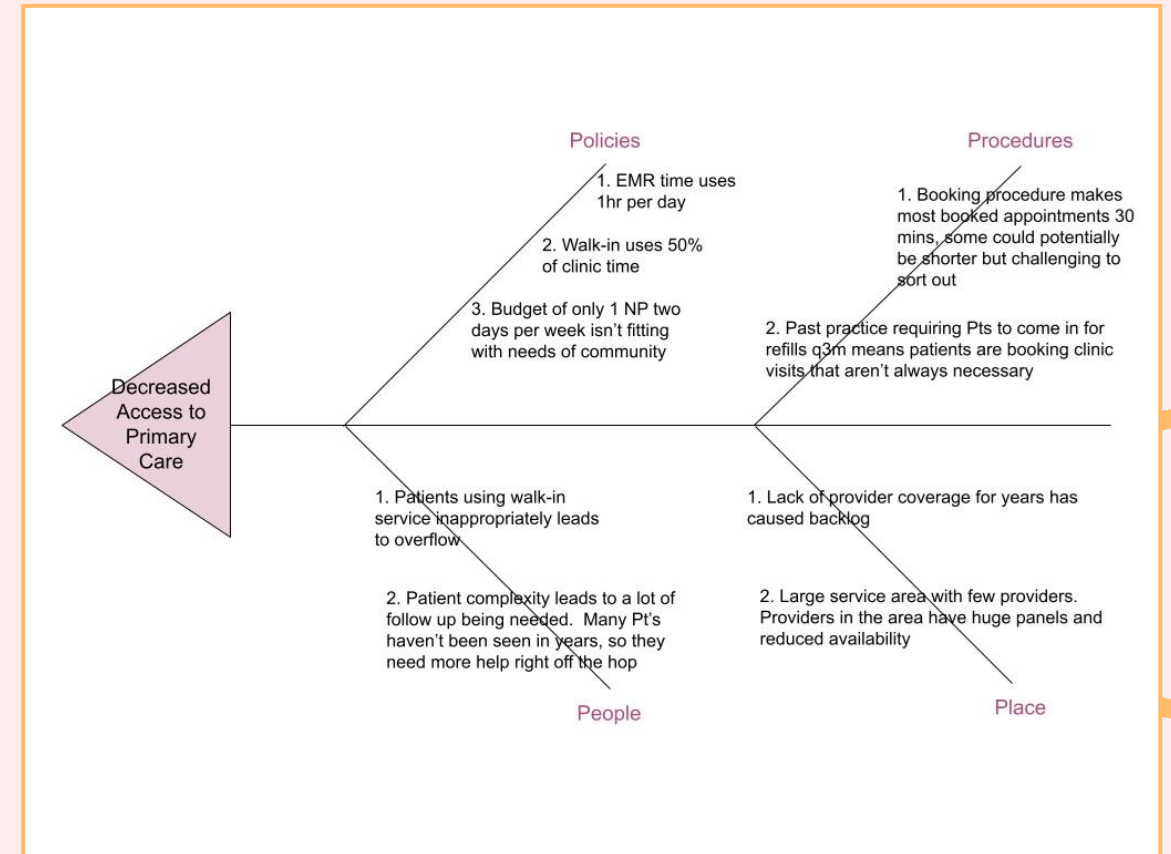


Where we started

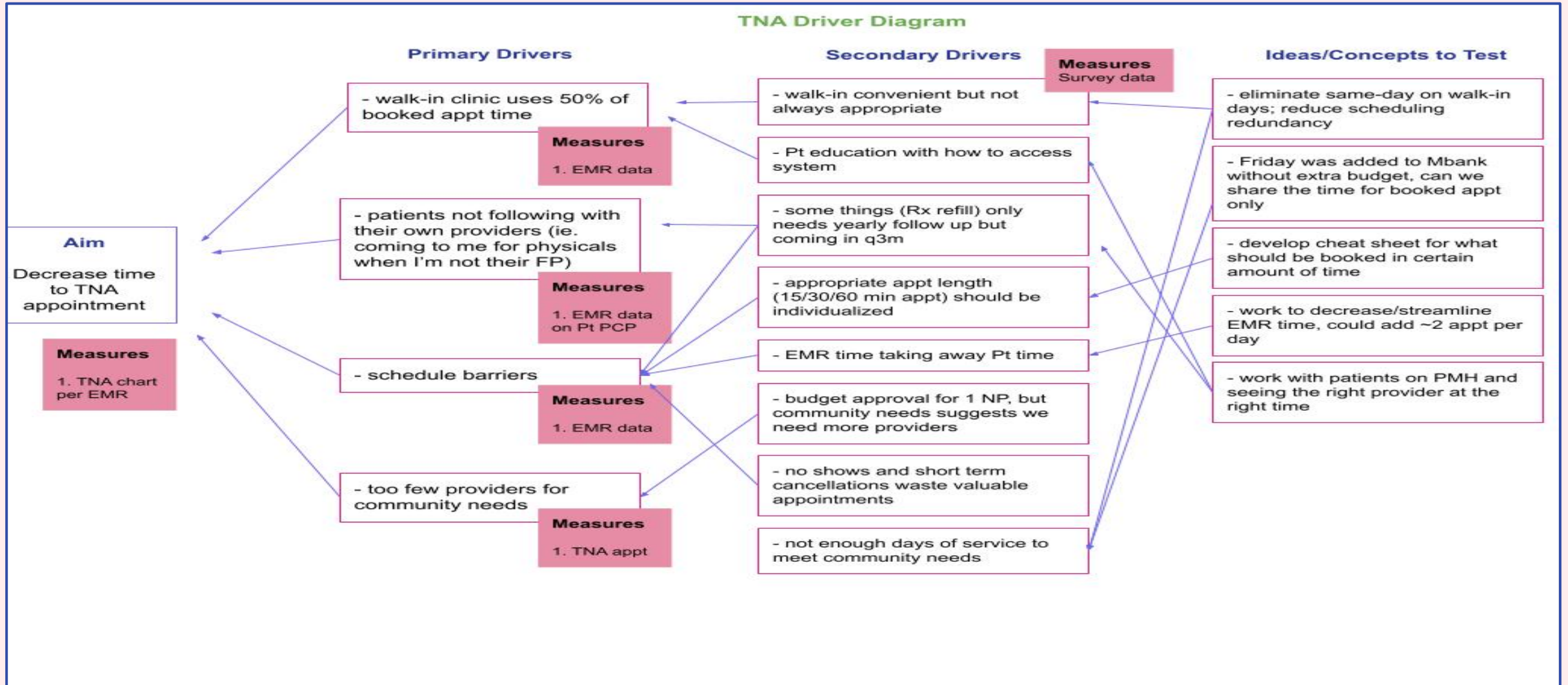
Patients waiting > 20 days for initial and follow up appointments.

Greater patient need than provider capacity.

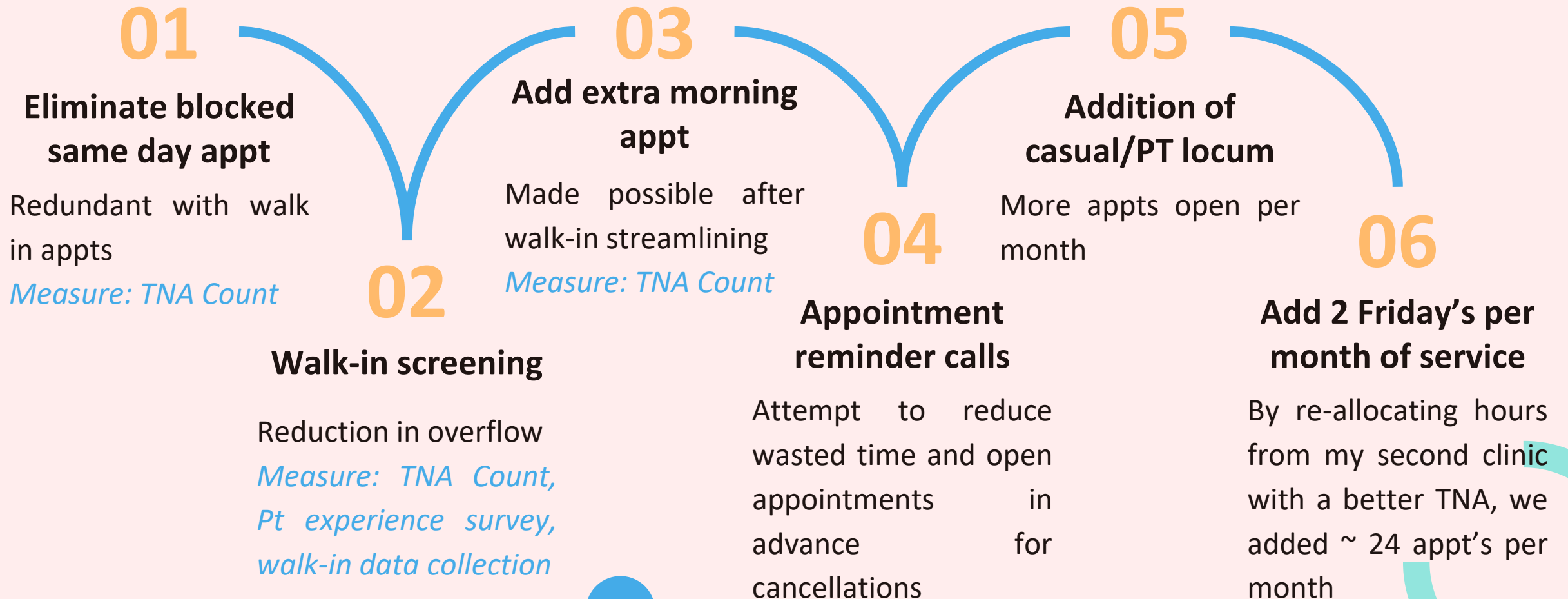
Stress on provider and MOA in trying to schedule patient visits.



The plan: Broad strokes



Administrative procedures

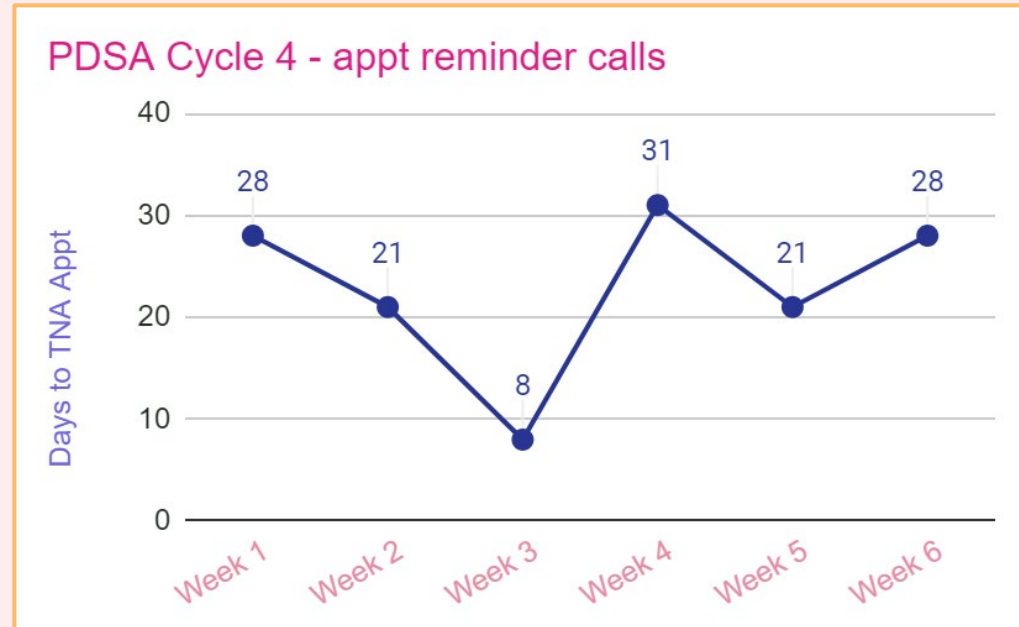


Data collection:



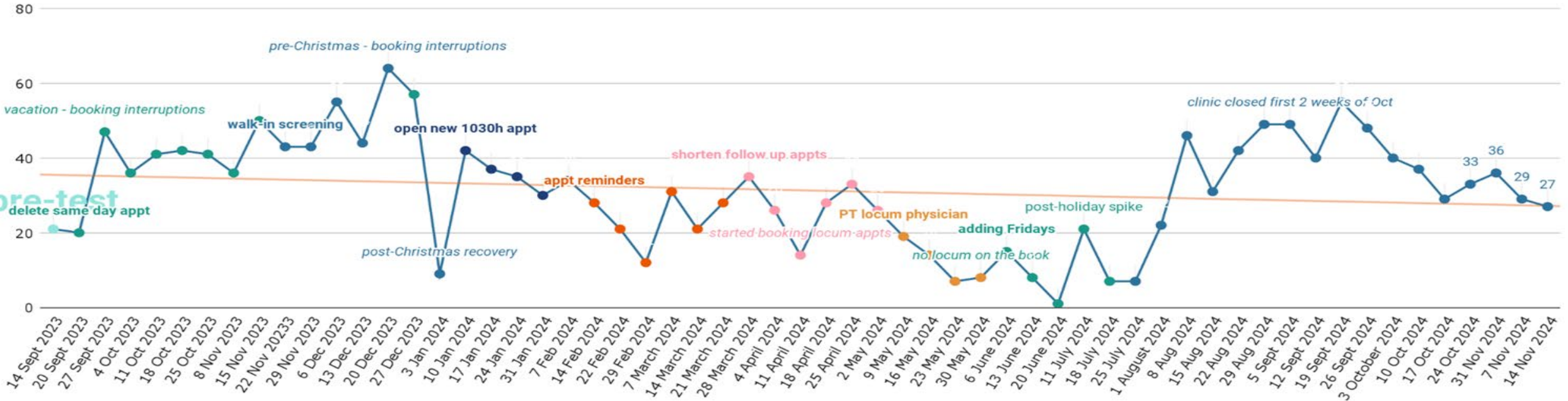
PDSA Cycle 4 (appointment reminder calls)

| Date | | Days to TNA Appointment |
|------------------|--------|-------------------------|
| 14 February 2024 | Week 1 | 28 |
| 21 February 2024 | Week 2 | 21 |
| 28 February 2024 | Week 3 | 8 |
| 6 March | | |



Data interpretation:

Lafleche Primary Care - TNA Data





03

Lessons learned

Practical tips for the implementation of quality improvement





BE REALISTIC



“If you want something done well...”

Know your data love language



Quantitative

Cold hard numbers



Qualitative

The touchy feely stuff



Sharing is caring

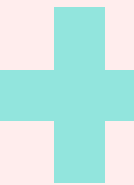
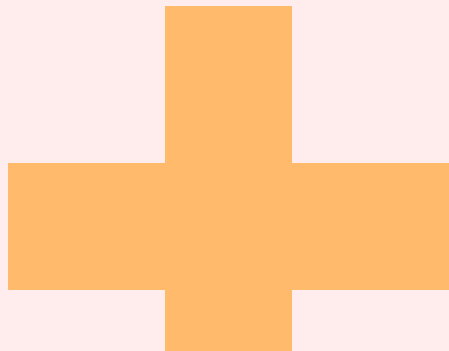
Don't be afraid of data dissemination!



04

Future implications

Quality improvement is a mindset



Future plans



**Maintenance of
changes**



**Knowledge
sharing**



**Patient access
to services**



Future research fun

Helpful resources



Patient's Medical Home Clinic Assessment:

Self-Assess - Patient's Medical Home
(patientsmedicalhome.ca)

Further Reading:

Bonnel, W.E. & Smith, K.V. (2022). *Proposal writing for clinical nursing and DNP projects* (3rd ed.). Springer Publishing.

Training and Further QI Info:

Home - Health Quality Council (saskhealthquality.ca)

Source Resources

Bonnel, W.E. & Smith, K.V. (2022). *Proposal writing for clinical nursing and DNP projects* (3rd ed.). Springer Publishing.

Gaboury, I., Breton, M., Perreault, K., Bordeleau, F., Descôteaux, S., Maillet, L., Hudon, C., Couturier, Y., Duhoux, A., Vachon, B., Cossette, B., Rodrigues, I., Poitras, M.-E., Loignon, C., & Vasiliadis, H.-M. (2021). Interprofessional advanced access – a quality improvement protocol for expanding access to primary care services. *BMC Health Services Research*, 21(1), 812. <https://doi.org/10.1186/s12913-021-06839-w>

Paipa-Galeano, L., Bernal-Torres, C. A., Otálora, L. M. A., Nezhad, Y. J., & González-Blanco, H. A. (2020). Key lessons to maintain continuous improvement: A case study of four companies. *Journal of Industrial Engineering and Management*, 13(1), 195–211. <https://doi.org/10.3926/jiem.2973>

Van Heerden, C., Maree, C., & Janse Van Rensburg, E. S. (2016). Strategies to sustain a quality improvement initiative in neonatal resuscitation. *African Journal of Primary Health Care & Family Medicine*, 8(2). <https://doi.org/10.4102/phcfm.v8i2.958>



Questions?



Thanks

Do you have any questions?

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306-354-2300

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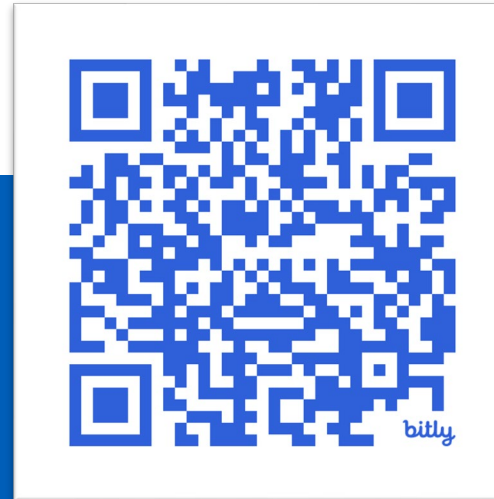


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A Guide for Health Care Providers to Address Racism in Health Care

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9 a.m. to 10 a.m. CST

Holly Graham

REGISTERED NURSE &
ASSOCIATE PROFESSOR, COLLEGE OF MEDICINE, DEPARTMENT OF
PSYCHIATRY, UNIVERSITY OF SASKATCHEWAN

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