

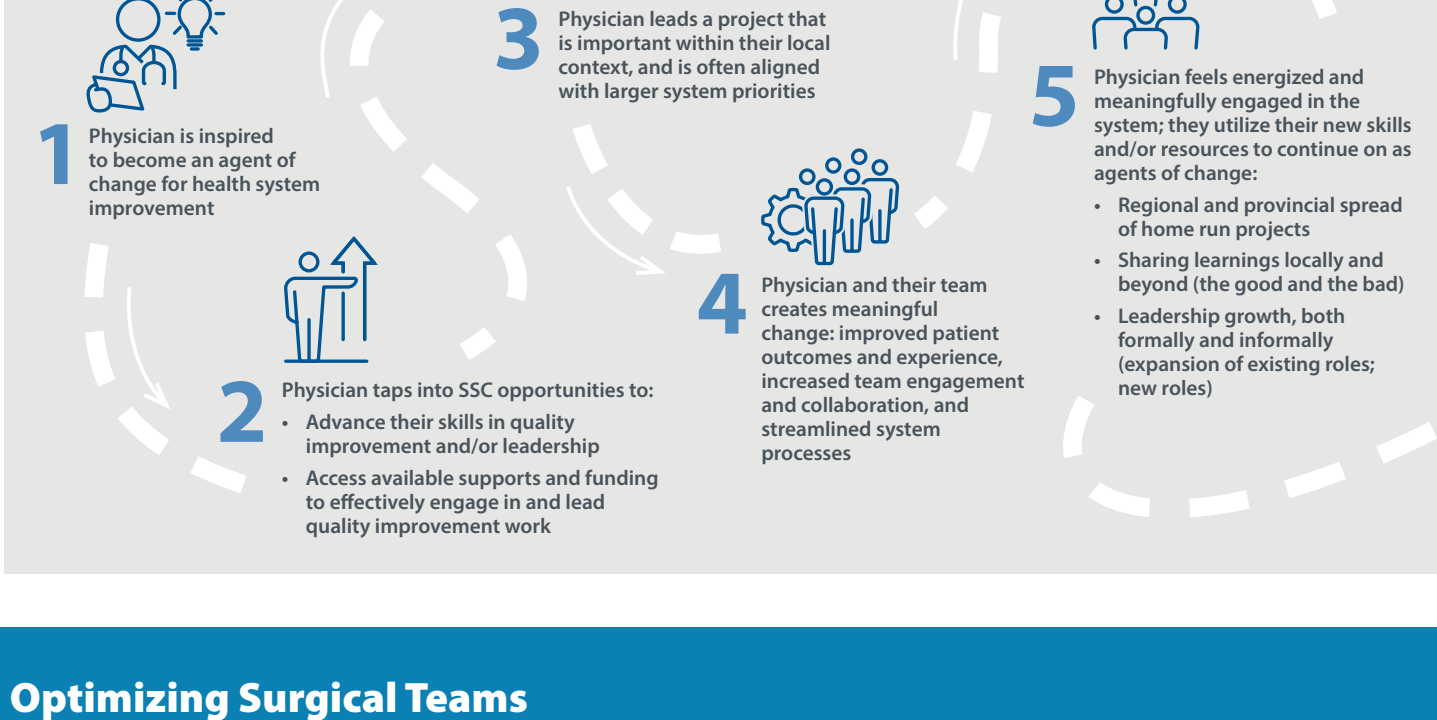
Physician Journeys to Impact

Surgical Teams Cancer Care Addictions Care Seniors Care

Translating SSC learning and engagement opportunities into health system impact

Specialist Services Committee initiatives are supporting the development of physician capacity in leadership and quality improvement, enabling physicians to move grassroots ideas into system-level impacts. Through SSC, physicians gain the skills and confidence to develop ideas, innovate, lead teams, and collaborate with partners to improve health care for patients and providers.

The following are a few examples of how physicians are using their skills to create change for surgical teams, addictions care, cancer care, and seniors' care.



Optimizing Surgical Teams

SSC Surgical Patient Optimization Collaborative

Optimizing patient health before surgery to reduce complications and improve outcomes

Physician-led teams across BC hospitals are supporting patients to optimize their physical and mental health before elective surgery through prehabilitation. Evidence-based approaches in 13 areas are tailored to patients to reduce their risk of complications, shorten hospital stays, accelerate recovery, and improve their health outcomes. > [Read more](#)

Patient impacts

5158 patients who received prehabilitation prior to surgery

Combined data from two cohorts June 2019 – April 2023

91.6%

agreed that their surgical experience improved

75.2%

agreed that their health improved

System cost savings

\$7.1 to \$28.3 million

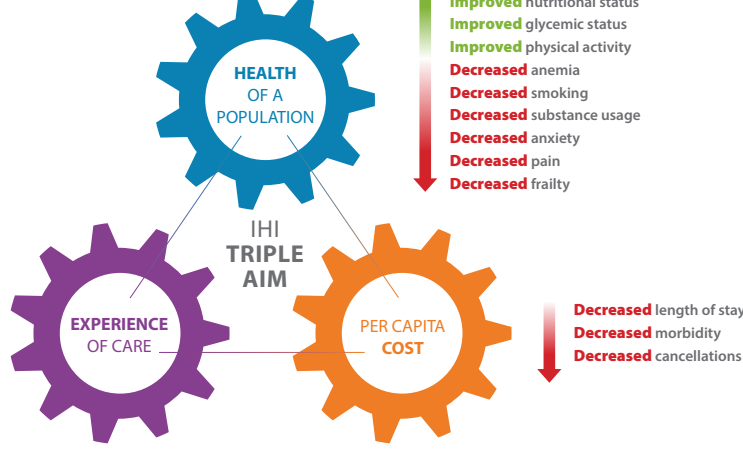
potential annual savings for BC Hospitals

Independent analysis of the first cohort

Prehabilitation underway

27 BC hospitals

more than half of those that provide surgical care



“Prehabilitation should be the model for every patient who goes through surgery throughout BC. The basic principles should be spread to all patients, to become the standard of care.”

— Dr Kelly Mayson, Anesthesiologist - SPOC Co-Chair, VCH/PHC SQI and PQI Steering Committee Co-Chair

Enhancing Cancer Care

SSC Facility Engagement

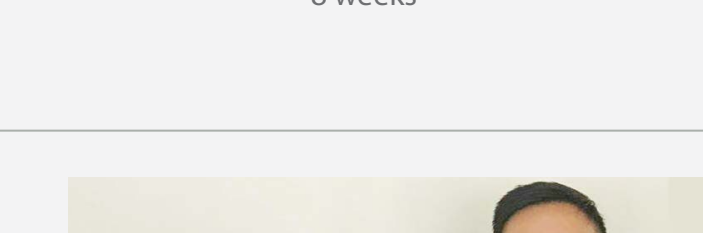
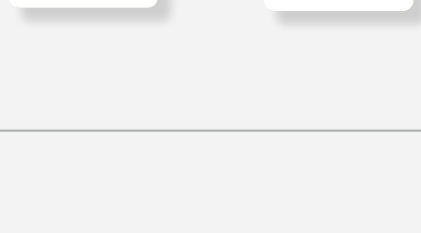
Reducing the time for patients to get a lung cancer diagnosis: no time to lose

Medical Oncologist Dr Jeremy Ho and Pathologist Dr Karen Ung engaged with Richmond Hospital multi-department colleagues and the BC Cancer Agency (BCCA) to create a new pathway for speeding up pathology and biomarker results in new diagnoses of lung cancer. The changes reduce delays for worried patients waiting for a diagnosis, and speed up critical treatment planning. Suitable for other cancers and hospitals, the team is helping St. Paul's Hospital coordinate similar changes. > [Read more](#)

Reduced turnaround time from biopsy to starting treatment

• Reduced the average turnaround time from biopsy to treatment from 55.7 days to 34.5 days

• A drop of more than 21 days in the typical turnaround time — from about 8 weeks to about 5 weeks



“This gives us the momentum to be able to keep doing it for other things – apply to other oncological treatments that might use this similar type of testing. It’s portable and replicable across everyone in the community or in a big centre.”

— Dr Karen Ung

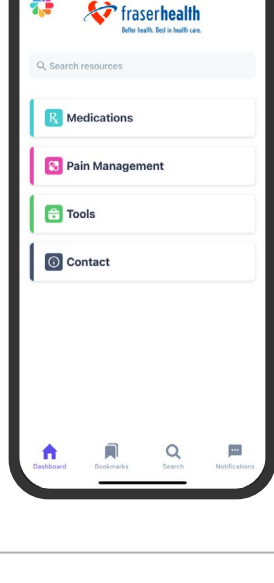
Left to right: Dr Karen Ung and Dr Jeremy Ho, PQI Level 3 Alumni and Sauder PLP Alumni



Enhancing Addictions Care

SSC Physician Quality Improvement

Supporting doctors to optimize pain management and opioid stewardship in their patients



Fraser Health Clinical pharmacists Drs Kseniya Chernushkin and Karen Ng have created a novel app that doctors and other providers can quickly access for up-to-date, evidence-based information about analgesics, pain management, and opioid use. In June 2023, they made the app freely available to health professionals across the province. > [Read more](#)

Online App

- Expert-reviewed guidance
- Tools for pain assessment and opioid dosing
- Concise, practical summaries of guidelines and evidence for common pain syndromes
- Tailored medication information for pain management

“Accumulation of myths about pain management as well as stigma and fear around use of opioid analgesia has significantly impacted patient care. We created the reliable and opioid stewardship app to offer a practical and up-to-date source of practical information about pain management and use of opioid analgesia that is not only evidence-based, but also reflects local consensus.”

— Drs Kseniya Chernushkin and Karen Ng

Left to Right: Clinical Pharmacists Karen Ng and Kseniya Chernushkin receive their PQI Certificate of Completion



Enhancing Seniors Care

SSC Physician Quality Improvement

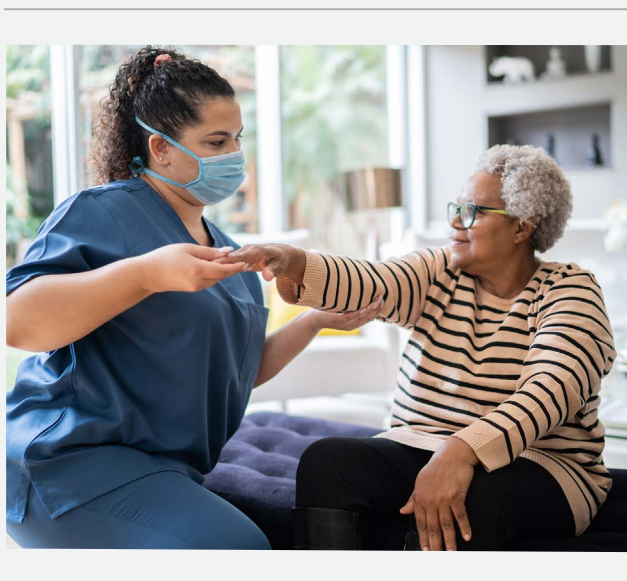
Reducing avoidable transfers of long term care residents to the emergency department

Dr Marla Gordon, Vancouver Coastal Health (VCH) Medical Director and PQI Level 3 Alumni, worked to reduce inappropriate and avoidable transfers from her long term care (LTC) site to the Vancouver General Hospital Emergency Department (ED). Changes included implementing goals of care, education and training for the care team, and an ED transfer communication tool. The education modules have now been added to all 32 long-term care homes in VCH, and BC's other health authorities have received information about how to implement this work. > [Read more](#)

45% reduction in transfers of residents to the ER (one year), and:



- more frequent goals of care conversations
- improved nurse to physician communication
- on-site medical interventions
- earlier medical interventions including fewer deaths in hospital of frail seniors



“By doing this, we are not only honouring their choices, needs and values, we are also respecting the frail elder population in what matters to them, and maintaining their dignity in their remaining years, especially at the end of life.”

— Amy Chang, VCH Quality Improvement Advisor

Related links

Investing in leadership and quality improvement development as a mechanism for change and health care improvements

Physician Leadership

- > Physician Leadership Journey Series, Part 1: System Impact Series shows breadth of physician engagement with SSC across BC
- > Physician Leadership Journey Series, Part 2: SSC Supports Physician Leadership to Improve Health Care in BC
- > Video: Leadership Development: Influencing health system change for patients
- > Video: Training & Skills Investment: Empowering doctors to lead system improvements
- > Video: Leadership Growth: Inspiring people & shifting culture for meaningful change
- > Physician Leadership Journey Series, Part 3: SSC supports physicians to initiate and spread ideas for change and impact
- > Impact of Sauder PLP training in advancing leadership skills: Spotlight on a specialist: Dr Tommy Gerschman

Impacts of PQI within a local context

- > CHAMPioning quality through collaboration
- > Passion project saves lives for those in respiratory crisis
- > Physician project cuts patient wait times by half
- > PHSA Quality Connections Newsletter- May 2023
- > Learning Action Project- Increasing Adherence to Opioid Agonist Therapy (OAT)- VIHA

PQI in External Publications

BMJ Open Quality

- > Collaborative Heart Attack Management Program
- > Implementation of an Emergency Department Virtual Follow-up Care Process: A Quality Improvement Initiative
- > Time is a Tissue. Want to save millions in wound care? Start Early. A QI Project to expedite referral of high-risk wound care patients to specialised care
- > Access to Translator (AT&T) project: Interpreter on Wheels during the COVID-19 pandemic
- > Reducing time to X-ray in emergency department ambulatory patients: a quality improvement project
- > Reducing emergency department visits in patients with deep vein thrombosis: introducing a standardised outpatient treatment pathway

Nature: Spinal Cord

- > Falls from inpatient rehabilitation in spinal cord injury, acquired brain injury, and neurologemusculoskeletal disease programs

Canadian Journal of General Internal Medicine

- > Implementation of a Structured Morbidity and Mortality Rounds on an Internal Medicine Clinical Teaching Unit: A Quality Improvement Project

BC Medical Journal

- > PQI project makes appetizing discoveries for long-term care residents

HQBC Quality Award Winners & Runners Up

- > St. Paul's Remote Cochlear Implant Program – Dr Jane Lea (Award Winner) – PQI project
- > “Good Call” Action Series – Dr Alex Hoehsmann & Julia Porter (Poster Winner) – PQI project/alumni project
- > Leadership in Quality—Dr Kelly Mayson (Runner Up) – An engaged leader within the system, through SSC initiatives PQI and SPOC, and other initiatives such as ERAS

Optimizing Surgical Teams

- > Improving surgical outcomes and satisfaction at scale (IHI 2022)
- > Preoperative care improves health patients and after surgery (2022)
- > Prehabilitation and collaboration prepares patients for better surgical outcomes (2023, updated)
- > Collaboration transforms the delivery of care in surgical patients (BCMJ, 2021)
- > Specialist Team care: 100 days to real results (2023 / related to access as well)
- > One-Stop Shop Baby Hippy Clinic Improves Outcomes for Infants with Developmental Dysplasia of the Hip and Prevents Hip Surgeries Later in Life
- > Spotlight on a Specialist: Dr Michelle Scheepers (leadership development via Sauder PLP and engagement in SPOC)

Enhancing Addictions Care

- > New App for doctors and other health professionals supports optimized pain and opioid management

Enhancing Cancer Care

- > Health System Redesign Project leads to improved cancer care for BC patients

Enhancing Seniors' Care

- > Reducing Patient Transfers between Battlefield Pavilion and Vancouver General Hospital

Other Notable Work

- > Enhancing Access Toolkit

Team-based care in community-based specialist practices:

- > Most recent: Teams are transforming specialist care in BC
- > April 2023: Specialist Team Care Collaborative launches with positive results
- > March 2023 (with video): Team care for women's health improves access, care and connections
- > Access to wound care clinic / spread: Dr John Hwang: Spreading Quality Improvement for Complex Wound Care