

## UHN Emergency Department Quality Improvement Committee

### Who we are:

Our Quality Improvement (QI) Committee is composed of 50+ interprofessional team members, including front-line and leaders from the medical and nursing sides, as well as nurse practitioners, physician assistants, trainees, social workers, pharmacist, GEM nurses, CCAC/LHIN representatives, administrative and data support, and others. We meet on a quarterly basis to discuss important quality and safety issues in our department, which include incident reports and ongoing QI projects. It is also a forum for project leads to obtain feedback from the leadership team on their planned or ongoing projects. We typically have a QI luncheon in June to celebrate our years' worth of accomplishments, as well the QI Awards, which are held at one of our monthly team meeting to showcase the work done by QI teams and the successes they achieved.

### Why we exist:

The purpose of the ED QI Committee is to carry on activities for the purpose of studying, assessing or evaluating the provision of health care with a view on improving or maintaining the quality of health care, or the level of skill, knowledge and competence of the persons who provide health care.

### Our vision and pillars of focus:

Our vision is to lead the Canadian EM community with regards to QI and patient safety (PS), through the conduct of projects that aim at improving care in the six dimensions of healthcare quality:

- SAFETY
  - Providing safe patient care that is free of harm and adverse events
- TIMELINESS
  - Improving the access to and flow of patients in our system
- EFFICIENCY
  - Focused on resource stewardship/appropriateness (e.g., lab-based, diagnostic imaging, Choosing Wisely-inspired projects)
- EFFICACY
  - Utilizing evidence-based medicine to improve the quality of care, for example through standardization (e.g., order sets), best practices, and innovation
- EQUITY
  - Ensuring that all patients have access to the exact same care (e.g., equity, advocacy)
- PATIENT-CENTREDNESS

- Ensuring that the patient experience remains core to our delivery of care
- PROVIDER-RELATED
  - Including workplace wellness and safety, as well as capacity building and education in QIPS for providers and team members
  - Workplace wellness and safety

## **How can you get involved in QI at UHN?**

*Project lead:* Anyone can be a project lead. If you want to improve the care or processes around you, then you can get involved! Initial steps include touching base with the QI Committee co-chairs and completing a QI Project Charter to determine the nature and scope of the project.

*Project team member:* Roles include assisting the project lead in the development of the project charter, stakeholder engagement, program implementation (e.g., being a champion during Plan-Do-Study-Act cycles), and analysis.

*QI advocate:* This includes all of the people who make our projects possible and our QI Committee successful (e.g., by attending our quarterly QI Committee meetings), but who are not actively engaged in a QI project at any given time. This often includes the nursing and medical leadership team.

## **How to apply for REB exemption:**

Some, but not all, QI projects may require either an application or exemption to the Research Ethics Board. Project leads should consult early on with the co-chairs and the UHN ED Research/QI Coordinator to determine the best way forward for their specific QI project, especially when patient-level data are involved.

See this link for: [UHN REB approach to exemption process](#)

To apply for an REB exemption for a QI project at UHN, the project lead must submit to the REB management team via email:

- 1) [Project charter](#) (including any surveys or proposed tools to be implemented)
- 2) [ARECCI score](#) This is an online tool to help assess the level of risk and appropriate channel for review of a project (save your score as a PDF or link)

**For more information:**

- Visit our [website](#) for additional QI resources
- [Ongoing projects](#)
- [Completed projects](#) (great place to find examples of successfully completed project charters, project completion documents etc.)

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