



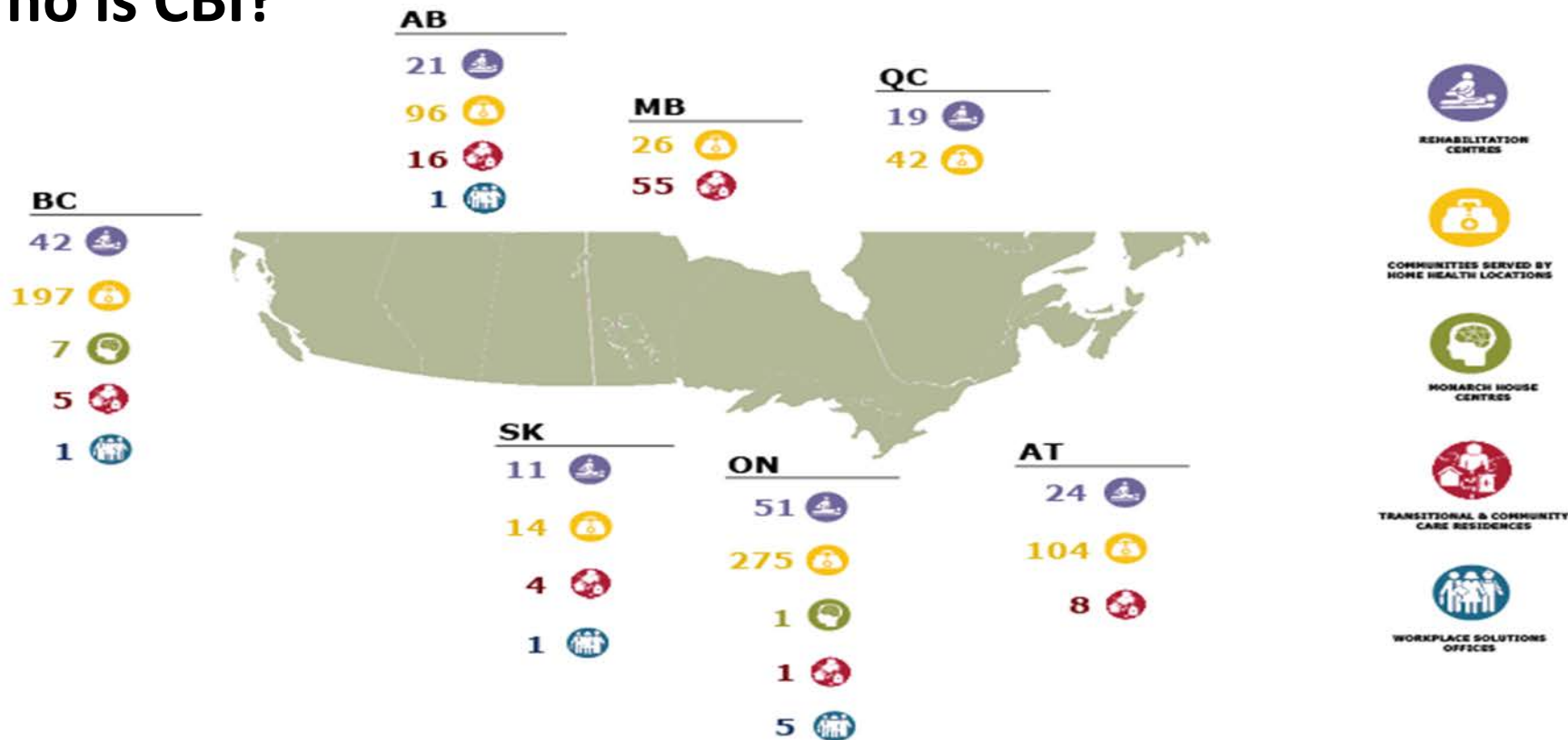
delivery circle

scale and spread innovation

Agenda

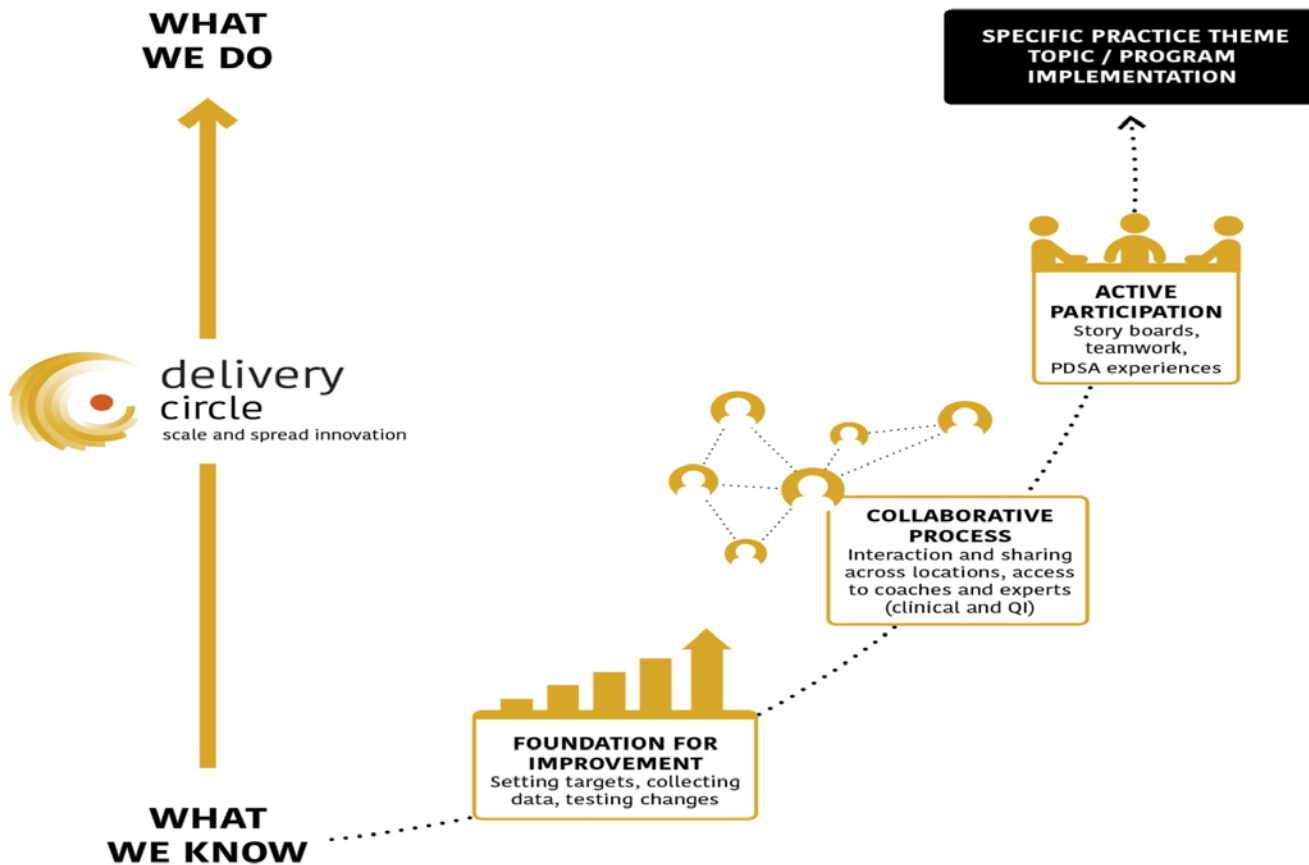
- Provide outline of the Delivery Circle approach and associated benefits
- Share experiences from our first Delivery Circle
 - Planning
 - Execution and engagement
 - Successes and opportunities
 - Outcomes

Who is CBI?



Background

- Mentorship with the CHCA in 2015
- Initiated a proof of concept of the Delivery Circle framework in January 2017
- The goal of the proof of concept:
 - Evaluate the Delivery Circle Framework
 - Spread and scale a tool related to person and family centered care across the network
 - Engage staff and begin to build capacity in quality improvement
- Three regions across the network participated
 - Members included regional leaders, Client Care Supervisors, Patient Advisor, various subject matter experts



Benefits of a Delivery Circle Approach

For our Client:

- Obtain an enhanced care experience
- Opportunity to foster changes in clinical practice (as an Advisor)

For the Funder:

- Gain evidence of the organization's commitment clinical excellence
- Learn from the innovation approaches taken by service provider organizations to enhance clinical care

For our Employees & Organization:

- Contribute to an innovative approach to clinical quality improvement
- Gain knowledge and skills in a practice theme, QI and measurement
- Inform practice themes and QI in their region and CBI

Our Experience

Planning Phase



PRE-WORK

- Topic: Patient and Family Centered Care (PFOC)
- Participating team:
 - Brandon, Nanaimo , Fredericton
- Develop timeline and curriculum
- Schedule and structure Learning Sessions
- Develop onboarding and pre-reading packages and Learning/Action session templates

Challenge	Strategy	Result
Time constraints	<ul style="list-style-type: none"> • Pre-scheduled, bi-weekly Faculty huddles 	<ul style="list-style-type: none"> • Members
Team commitment	<ul style="list-style-type: none"> • Ongoing communication with Regional leaders • Clear roles, responsibilities and objectives 	<ul style="list-style-type: none"> • Sessions are tailored to meet regional context • Coaching needs are proactively identified
Content development	<ul style="list-style-type: none"> • Well-defined curriculum and session outline 	<ul style="list-style-type: none"> • Faculty is able to prioritize content development and ensure alignment with objectives

Our Experience

Action Phase

LEARNING
SESSIONS/
ACTION
PERIODS

ONBOARDING/LEARNING SESSION 1 (1 ½ - 2 HRS)

- Team Introductions
- Review of Storyboards (*see pre-reading*)
- Review of interactive approach (*see pre-reading*)
- Introduction to the theme, PFCC, BPSO (brief) + guest
- Introduction to DC and QI/PDSA and Measurement
- Value Statements
- Team Huddles (*what it is and how to do it*)

LEARNING SESSION 2 (2 HRS)

- Action Period 1 Homework Report
- Review of key highlights re: QI/PDSA
- Introduction to the PFCC Program, policy, language
- Introduction to LTME and Implementation/use
- Introduction to Aim statements

LEARNING SESSION 3 (2 HRS)

- Action Period 2 Homework Report
- Review LTME + guest
- Review of key highlights re: QI/PDSA
- Introduce surveys for data collection

ACTION PERIOD 1 (2 weeks)

- Value Statement
- Trial using PDSA
- Baseline Team Assessment

ACTION PERIOD 2 (3 weeks)

LTME Implementation:

- Aim Statement
- PDSA Plan

ACTION PERIOD 3 (7 weeks)

LTME Implementation:

- 2-3 PDSA Cycles

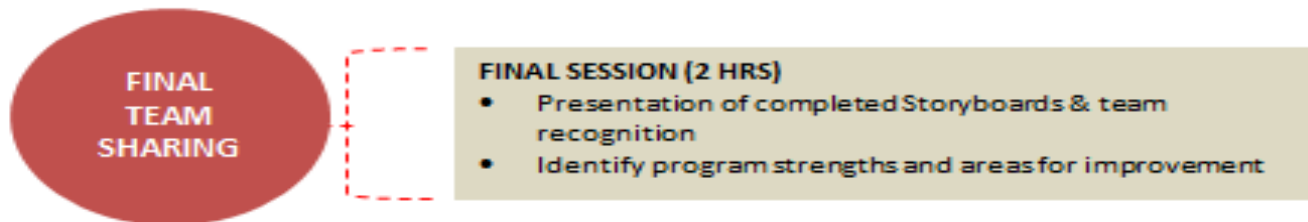
Our Experience

Action Phase - cont'd

Challenge	Strategy	Result
Time constraints	<ul style="list-style-type: none"> Targeted Action Period activities Active regional leads 	<ul style="list-style-type: none"> Teams are able to plan their accordingly and identify barriers early on
Sustained commitment	<ul style="list-style-type: none"> Clear aim statement Benefit statement for client, funder and organization/team Focused discussion during team huddles Coach/Faculty check-in's 	<ul style="list-style-type: none"> Scope of the project is well defined Shifted focus from outputs to outcomes
Engagement and continuous progress	<ul style="list-style-type: none"> Coaching sessions and team huddles Capacity building in measurement Self-assessments 	<ul style="list-style-type: none"> Targeted coaching sessions to identify and resolve barriers Data Monitoring and trending (including individual performance)

Our Experience

Final Phase

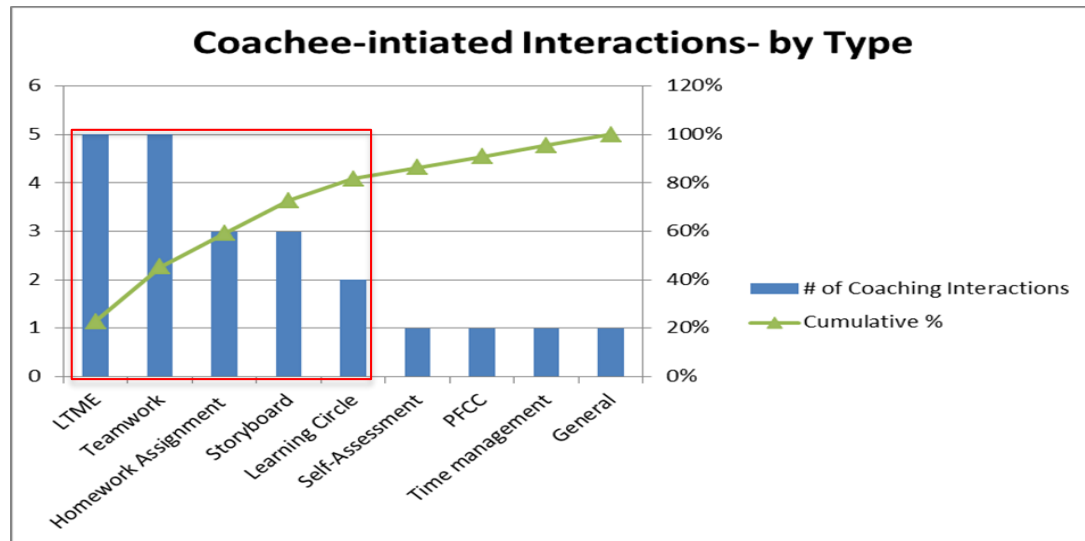


Challenge	Strategy	Result
Team sharing and staff engagement	<ul style="list-style-type: none"> • Storyboard 	<ul style="list-style-type: none"> • Team recognition
Sustainability	<ul style="list-style-type: none"> • Change management • Next steps – practice theme • Measurement aligned with KPIs 	<ul style="list-style-type: none"> • Concrete plans in place • Commitment to sustain result and continue scale and spread

Outcomes

Coaching

- Total 50 coaching interactions
 - Almost half initiated by the coachee
- Average 1.69 coachee-initiated interactions, per week
- Average 2.15 coach-initiated interactions, per week



Outcomes

Post-Survey

Q2 Was participating in the Delivery Circle a meaningful/worthwhile experience? Please explain.

Answered: 7 Skipped: 0

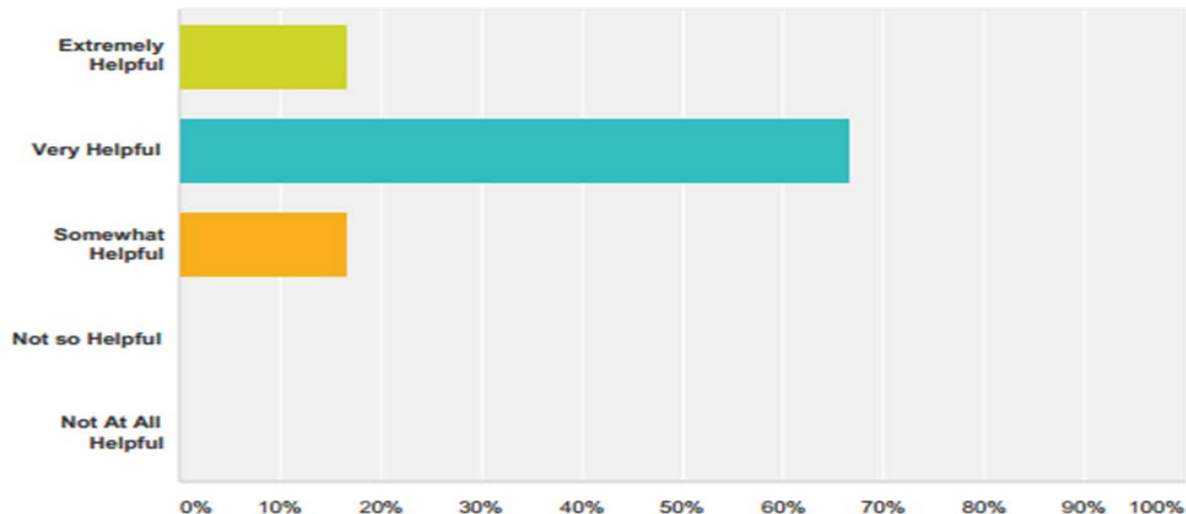
#	Responses
1	Yes. Great to see what CBI/We Care is continuing to implement to create a better client experience. Great to work with peers Nationally and see what ideas and methodology can be added locally. This PFCC idea is certainly something we can all support and continue moving forward.
2	Great experience for me as I also learned a lot with regards to QI
3	Yes, it allowed for us to gather a more complete history of the client
4	We had geographical issues, but overall it was good.
5	Yes. I find the LTME tool very valuable in terms of increasing understanding of our clients. I also was revitalized to be more deliberate in decision making through themail PDSA cycles. I look forward to using in other areas of my practice. I am also refocused on other ways to build more Person Centered practise into our interactions.
6	yes very interesting to watch the teams develop and how each adapted to the expectations and/or how they interpreted the content, plans and ideas.
7	Very valuable to participate! Really provided insight into how useful & versatile the LTME tool is through all of the feedback from the teams. Also, reiterated the importance of PFCC across the network.

Outcomes

Post-Survey – cont'd

Q10 Compared to past experience of introducing and implementing new programs or initiatives, has using the Delivery Circle been an effective process?

Answered: 6 Skipped: 1



Outcomes

Post-Survey – cont'd

Q19 Would you recommend a co-worker to participate in a Delivery Circle?

Answered: 6 Skipped: 1

#	Responses
1	yes
2	yes
3	Yes and I do
4	Absolutely
5	yes
6	Definitely

Outcomes

Post-Survey – cont'd

Q12 Do you think that you would be able to Coach or Mentor another team through a Delivery Circle? How?

Answered: 5 Skipped: 2

#	Responses
1	Yes. Had previous knowledge of similar processes like PFCC. Enjoyed taking the lead on making templates and creating a process in office to ensure data would be measureable. Familiar with SMART goal making to ensure concise decision making. Comfortable with webcam and technology as well as creating PP presentations etc.
2	No
3	Yes? Identifying areas of practice that are weighing on them and starting with small step solutions.
4	yes
5	I fell I have a better understanding of the process but it would really depend on the team required.

Outcomes

Post-Survey – cont'd

Q20 In your opinion, what has been the best experience of participating in the Delivery Circle?

Answered: 6 Skipped: 1

#	Responses
1	Creating the process of using the DC in office locally. Feedback from other teams as to how their process worked and how they implemented it, with results.
2	awesome teams and faculty, learning about PDSA and QI
3	The time and effort put forth by my team members
4	Feeling of collaboration with other regions
5	growing collaborative opportunities with other teams/ personnel
6	The collaboration and increased understanding of PFCC & the LTME tool.

- Define clear roles and responsibilities
- Earlier communication about time commitment
- Leverage strategies for team effectiveness
- Invest in tools in tools and resources that facilitate virtual engagement
- Better integration and use of coaching sessions
- Shorter Learning Sessions + Team Huddles
- Separate Onboarding Session and Learning Session 1
- Be specific and clear with Action Period activities and timelines
- Separate QI/measurement Learning Session
- Enhance use of the self-assessment
- Enhanced use of the Storyboard

LESSONS
LEARNED



Impact

