

Message from the Past and Present President

By Kavita Patel and Sara Omar



2010/11 Leadership Team (From top left and clockwise):

Kavita Patel, *President, Medicine* | Michael Li, *VP Collaboration, Medicine* | Margaret Saari, *Seminar Lead, Nursing* | Franky Liu, *Webmaster, Pharmacy* | Muhammad Saeed, *VP Operations, Engineering* | Rob Fraser, *Website Lead, Nursing* | Jacqueline Chan, *Lead QI Projects, Engineering* | Cindy Shen, *VP Communications, Public Health* | Annie Leung, *VP Education, Medicine* | Beth Li, *VP Practical Experience, Pharmacy* | Sara Omar, *Conference Lead, Medical Radiation Sciences* |
Missing: Jason Coke, *Past President, Health Policy* | Jeff Alfonsi, *VP Recruiting, Medicine* | Jamie Zao, *Observership Lead, Pharmacy* |

Welcome back! The University of Toronto Chapter of the Institute for Healthcare Improvement Open School has been busy over the summer preparing for the year 2011/12. But through this newsletter, we wanted to share our success in 2010/11.

Our chapter has grown since founded in January 2009. In 2010/11, the leadership team focused on creating organizational structure, collaboration, and raising awareness. The value of our chapter shows, with over 500 subscribers on our mailing list, over 100 paid members, and over 250 participants in our programs.

We are proud to be truly inter-disciplinary with representation from students and professionals in healthcare (nursing, pharmacy, medicine, social work, etc) and healthcare related disciplines (engineering, MBA, health policy, etc).

Thanks to the 2010/11 leadership team for a great year, and welcome to the 2011/12 Leadership Team:

Sara Omar, *President, Medical Radiation Sciences* | Kavita Patel, *Past President, Medicine* | Franky Liu, *VP Operations, Pharmacy* | Shelly Luu, *VP Communications, Medicine* | Gregory Handrigan, *Website Lead, Medicine* | Jieun Cha, *VP Collaboration, Medicine* | Andrea Jovanovic, *VP Recruiting, Industrial Engineering* | Timea Urban, *VP Education, Nursing* | Cindy Shen, *Conference Lead, Medicine* | Laura Quigley, *Seminar*

Lead, Medicine |Chris Yarnell, VP Practical Experience, Medicine |Valerie Mais, QI Project Lead, Industrial Engineering |Nishita Kamath, Observerships Lead, Industrial Engineering |

Visit us at <http://utihopenschool.ca/>

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2011

October

1st Annual Quality Improvement and Patient Safety (QuIPS) Conference

By Sara Omar and Kavita Patel



The 1st Annual Quality Improvement and Patient Safety Conference (QuIPS) was held on April 2nd, 2011. Here, conference participants enjoy a hot buffet lunch in the lobby of the Leslie Dan Pharmacy building.

It was a bright and pleasant Saturday morning, when attendees started streaming in to the Leslie Dan Faculty of Pharmacy Building at the University of Toronto. It was more than the delicious breakfast that pulled these people away from their beds at 8am in the morning, and from other commitments for the day. It was their passion to improve the way they care for patients.

Organized by the UT IHI Open School chapter, to raise awareness on Quality Improvement and Patient Safety: this year's theme was managing chronic illness.

114 students and professionals from nursing, pharmacy, medicine, health policy, public health, diagnostic imaging, radiation therapy, engineering, and all parts of the healthcare system attended. A truly interdisciplinary event! In addition to a strong presence from the University of Toronto were students from McMaster University, and the University of Montreal.

The day was emceed by Michael Rachlis, filled with inspiring keynote speakers, informative workshops, a showcase of student run quality improvement projects, and time for delicious food and networking. 100% of survey respondents were so impressed with the conference that they said they would return again next year.

The day could not have been possible without the generous support of our sponsors and partners, our presenters, our student competition judges, or the chapter's conference organizing committee. Special thanks to our faculty advisor champions Marie Rocchi and Paula Blackstien-Hirsch for all their help.

Visit our website for more information, and pictures: <http://2011.ihiconference.ca/>

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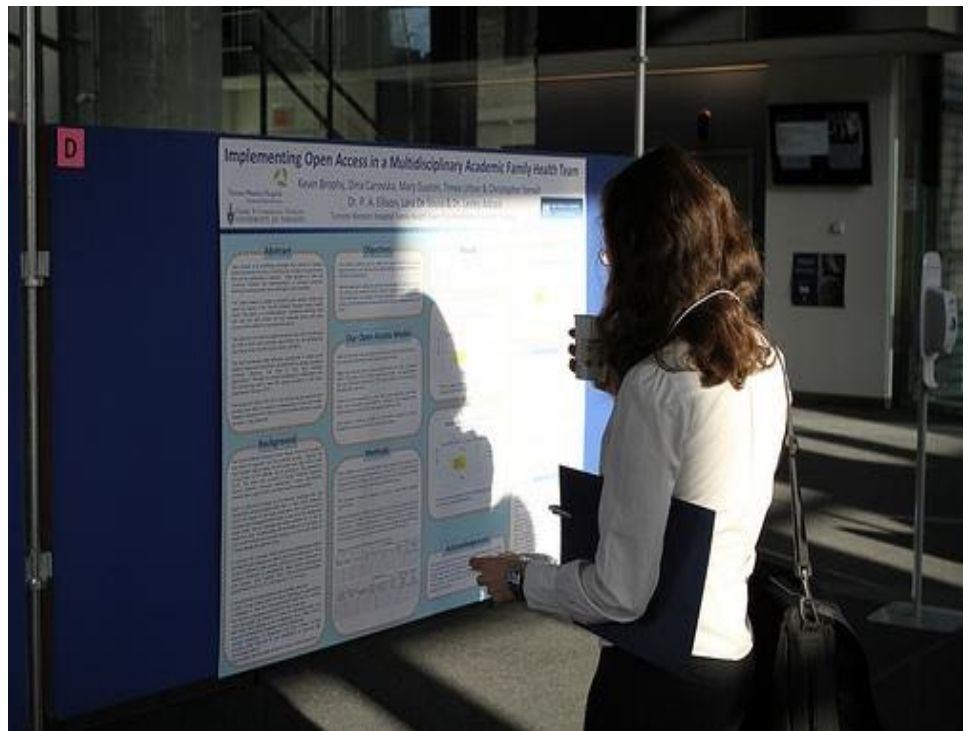
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Quality Improvement Projects

By Kavita Patel

Quality Improvement projects provide UT IHI Open School chapter members the opportunity to apply QI techniques in a healthcare setting, under the guidance of a project champion, within an interdisciplinary team.

This year, of the 72 students who applied for QI Projects, only 24 could be placed. The six projects created involved infection control at the Hospital for Sick Children, client satisfaction at Meighen Manor Long term care facility, "open access" to care at the Toronto Western Family Health Team, process improvement at the St. Joseph's Health Centre Ophthalmology outpatient clinic, falls prevention strategy at Bridgepoint Hospital, and lab and pathology wait times at Mount Sinai Hospital.



A QI Project poster showcased at QuIPS 2011.

The University of Toronto was a pilot site for the IHI Open School's QI Practicum certificate program. The chapter was recognized by the IHI Open School for its creation of exemplary QI projects and as a chapter that stood out as one to learn from. Special thanks to our faculty advisor champion Paula Blackstien-Hirsch for all her help. Thanks also to our project champions.

Seminar Series

By Kavita Patel

The seminar series provided members with monthly educational workshops and lectures on key quality improvement and patient safety topics, delivered by experts in the field. Most seminars were held at lunch, while some longer sessions were held in the evening.

This year, over 130 people attended six seminars.

Dr. Anne Matlow presented on patient safety, Anjum Chagpar on human factors, Neil D'Souza on communication, and Dr. Michael Rachlis on quality and innovation. During the Canadian Patient Safety week, there was a viewing of the film "Chasing Zero Discovery Channel", with Dennis Quaid.

Also part of the seminar series was a Centre for Interprofessional Education Green event entitled "Introduction to Systems Thinking and Problem Solving", developed by Jason Coke, ex-officio president of the chapter and now Clinical Operations Analyst at Cleveland Clinic Abu Dhabi. Overall satisfaction of the 30 participants with the event was 4.54/5.

The coming year, we hope to offer more seminars as IPE credit events.

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External Conferences

By Kavita Patel and Muhammad Saeed

22nd Annual IHI National Forum on Quality Improvement in Health Care

Orlando, December 7th - 8th, 2010

Cindy Shen and Muhammad Saeed were sent to Florida with the generous support of the University of Toronto Centre for Patient Safety and the Institute for Healthcare Improvement. IHI selected the Chapter as one of ten finalists, to present a Chapter Story Board. IHI also selected one of the Chapter's QI projects, to showcase.

Cindy and Muhammad were quickly streamlined on a program of fast-track learning geared towards future change catalysts, the students. This interaction gave them insight on what students around the world were doing to address QI and PS from an educational standpoint and planted some ideas that might be beneficial to try out in the future. In addition, they discussed how to increase participation across university campuses, and developed Canadian alliances.

Get Involved

By Kavita Patel

There are many ways to get involved with our chapter:

Mailing List – Everyone is welcome to join our mailing list and receive the inside scoop on upcoming events and activities. There is no charge, and you may opt out at any time. To sign up to our mailing list, visit
<<http://utihopenschool.ca/wp-login.php>>

Members – For a small annual fee, students (\$5) and professionals (\$10) can become members of the chapter. As members, you are able to attend chapter events for free or at a discounted rate. Members also have the ability to participate in the chapter leadership team.

AMSA - Patient Safety and Quality Improvement Leadership Institute

Philadelphia, Friday January 14th to 16th, 2011

Sara Omar and Kavita Patel attended a three-day leadership institute with the generous support of the Centre for Healthcare Quality Improvement.

They met with many health profession students from the United States and even Norway, who were just as passionate about QI and PS. They also gained insight on how to communicate the importance of QI and PS, and gathered ideas on new initiatives with which our Chapter could increase awareness among students.

Finally, they were awed by the many ways in which other universities were incorporating QI and PS education into their curriculums. Attending PSQI was an amazing experience that has and will continue to benefit this Chapter in many ways.

To get involved with our chapter, visit us at:
<http://utihopenschool.ca/involvement/>

The issues of quality improvement (QI) and patient safety (PS) can only be overcome when we harmonize evidence based care with quality improvement, and technical/medical expertise with interdisciplinary teamwork, systems thinking and attention to soft skills such as communication. Our chapter stands strongly behind the need to educate healthcare students on QI and PS. We believe we are well on our way, but need all the support and feedback we can get. Stay tuned for upcoming events, activities and opportunities to provide feedback.

Collaborators – The chapter cannot achieve its goals without the help of collaborators. If you are interested in presenting at a seminar, championing a QI project or sponsoring our chapter or an event, please let us know.

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Smile!



1st QuIPS conference emcee Michael Rachlis and attendees discussing the morning session over lunch.



Michael Li and other QuIPS conference attendees helping a cardiac arrest patient at the Simulation workshop hosted by Jennifer Macauley.