



2024 NOVA SCOTIA HEALTH QUALITY AWARD WINNERS

The Nova Scotia Health Quality Awards are a celebration of the incredible work taking place across the organization in support of quality improvement, patient safety, patient experience and teamwork. In November, teams were invited to submit their projects to the **2024 NS Health Quality Awards** competition and all of the entries were truly amazing! Each and every team deserves recognition for their ongoing commitment and contribution to improving care within NS Health. We are pleased to announce this year's winners in each category and commend all teams for their excellent work and devotion to quality improvement.

HEALTH CARE INNOVATION TEAM AWARD

Recognizes innovation, quality, patient/family engagement and teamwork. Honors teams who have worked on a results-oriented initiative that has created significant, sustained change.

Initiative: **Virtual Care @ Your Library Pilot Project**

Summary: With a call to action of "Don't let technology be a barrier", this one-year pilot project, co-created by Pictou-Antigonish Regional Library (PARL), NS Health, and the Aberdeen Health Foundation, delivered a client-focused program that removes a key barrier preventing some people from accessing virtual care. With the rapid expansion of virtual care, this project was needed to offset the inequities inherent in this type of access point to the health system. The program provided a dedicated, trained staff person at the library to assist patrons with seeing a primary care practitioner online. The project leveraged the various strengths, interests, and relationships of each of the partners to launch a pilot within 4 months, the nature of which has profound implications for delivering greater equity in outcomes and savings to the system.

Project Team: Krista Anderson, Annie Gillis, Lindsay Sutherland, Katy MacDonald, Dr. Caroline King, Prosper Koto, Julia Guk, Ed Wark, Eric Stackhouse, Melanie Pauls, Samantha Zuberovic, Melissa Marshall, Catherine Kelly and Michelle Ferris.

AWARD OF EXCELLENCE IN MENTAL HEALTH AND ADDICTIONS QUALITY IMPROVEMENT

Honors a hospital, health authority, community program/service that demonstrates evidence-informed and sustained quality improvements in mental health and addictions.

Initiative: **Extending access to specialty group psychotherapy services for individuals with relationship trauma and complex stress disorders.**

Summary: Team recognition that virtual treatment has proved an effective format for treatment delivery for Complex Trauma related disorders resulted in a new program (Dynamic attachment-focused Relational Therapy Program - DaRT) that has enhanced service capacity and accessibility across the province. Ongoing research has been fundamental in the evolution of this program, enabling this team to establish a solid theoretical model of dysfunction/change and develop a treatment program that is evidence-based and transformative. Findings supports the effectiveness of the new virtual program in targeting the often unaddressed and chronic symptoms associated with Complex PTSD. The established team has engaged in outreach with clinicians/mental health services across the province for ongoing evaluation of the best pathway of care for the new virtual DaRT stream in NSMHA. This has resulted in programs and services sharing knowledge about group-based treatment for Complex PTSD and ultimately training clinicians provincially to deliver this treatment to further enhance access to care.

Project Team: Dr. Jackie Kinley, Kim Morash, Megan Horner, Andrew Welch, Brendan Tweedie, Kate Sampson, Alice Embree, Dr. Sandra Reyno and Neal Henderson.

EXCELLENCE IN PATIENT SAFETY AWARD

Recognizes individuals/teams committed to improving patient safety within healthcare, through leadership, culture, best practices, innovation, or change management.

Initiative: Implementing SercuAcath with Peripherally Inserted Central Catheter (PICC) Line insertions to reduce catheter related complications such as site infection, migration, and dislodgement.

Summary: Noting that many patients with Peripherally Inserted Central Catheters (PICC) lines were returning to hospital due to their line becoming dislodged, migrated, eroded at the insertion site or infected, the team working in the Ambulatory Treatment Center (ATC) at the Aberdeen Regional Hospital initiated a trial using a new product, SecurAcath, a subcutaneous anchor system for PICC lines. Following the implementation of this patient safety focused trial, the team has measured a marked improvement in patient care, reduction of patient return rates, improvement of the effectiveness and efficiency of the resources and nursing care time both in hospital and the community.

Project Team: Tanya MacDonald, Shawn Parnell, Melissa Roy, Jennifer Sutherland, Shawna Chenell, Chanda MacDonald, Angela Foote, Jill Frazee, Jackie Jamieson and Nipro Canada.

EXCELLENCE IN PATIENT EXPERIENCE AWARD

Recognizes individuals/teams committed to improving patient safety within healthcare, through leadership, culture, best practices, innovation, or change management.

Initiative: Dedicated Inpatient Trauma Care at the QEII Health Sciences Centre: A Novel Trauma Consult Service

Summary: An evaluation of trauma care at the QEII showed evidence of increased patient mortality after admission, increasing length of stay (LOS), and increased cost of patient care. Prior to the initiation of this program, patients only received trauma-specific care from Trauma Team Leaders in their initial encounter in the emergency department (ED). After 5 years of planning and intention of address gaps in the continuity of trauma care and improve patient outcomes, the Trauma Consult (TC) Service began. After admission, the TC Physicians and TC Nurses assess major trauma patients in a consultant role and coordinate/ facilitate multidisciplinary care and ED flow of trauma patients. During discharge, TC Physicians and Nurses participate in discharge planning and facilitate discharge from hospital (ED or inpatient ward) to the most appropriate location and includes a virtual follow-up. The team not only enhances patient care, patient reported outcomes significantly and decreases LOS, but also enhances communications between surgical services and trauma patients and their families and helps address critical issues facing trauma patients during the acute, recovery, and rehabilitation phases of care.

Project Team: Dr. Robert Green, Dan Cashen, Dr. Mete Erdogan, Breanne Gillis, Dr. Adam Harris, Dr. Sean Hurley, Dr. Daniel French, Dr. James Gould, Dr. Graeme McBride, Dr. Nick Sowers, Sara Sturge, Kathleen Porta, Bradly Dreimanis, Emily Tucker, Angela Rutledge and Erin MacNeil.

EXCELLENCE IN INCLUSION, DIVERSITY, EQUITY & ACCESSIBILITY (IDEA) AWARD

The Patient and Family Choice Quality Award is selected by patient family quality award reviewers. Recognizes multidisciplinary teams that are committed to providing and improving high quality care that is patient centered and reflects patient and family values, priorities, needs and goals. This award honors teams who implement operational and organizational changes and provide focused services and changes in care to better serve the unique care needs of their population of patients and families in Nova Scotia Health.

Initiative: Nova Scotia Health Critical Care Skin Assessment Working Group

Summary: Noticing a substantial gap in current state at Nova Scotia Health, the Critical Care Skin Assessment working group was formed which co-led by members of the African Nova Scotian and Black communities alongside Nova Scotia Health team members. This co-led group ensures community supported, culturally appropriate solutions are adopted and reflected in current clinical practice. One goal of this established group

was to create inclusive language on vital critical care physical assessment forms, in addition to providing meaningful education in support of improving assessments of black, indigenous or persons of colour skin assessments. This impactful change in education, documentation and assessment is ultimately improving clinical competency of staff thus ensuring the same high level culturally appropriate quality care is provided to all Nova Scotia Health patients.

Project Team: Robin Latta, Rhonda Atwell, Kimberley Lacey, Sharon Davis-Murdoch, Seneca Classen-Pottie, Elizabeth Nkrumah, Dr. Yinka Akin-Deko, Robin Fraser, Yolanda Baker and Jennifer McDougall.

PATIENT AND FAMILY CHOICE QUALITY AWARD

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Initiative: Shifting from “Teach & Tell” to “Collaborate and Empower”: Creating a culture of self-management across the healthcare system through the Behaviour Change Counselling Development Program.

Summary: Behaviour change counselling (BCC) is an essential skillset all healthcare providers need to provide effective self-management support (SMS), leading to positive health impact. However, the literature suggests that SMS is not routinely practiced. Recognizing that now is the time for healthcare systems to focus on enabling patients to realize their full health potential and recognize their value and importance as a driver of their health, The Primary Health Care (PHC) team who developed the Behaviour Change Counselling Development Program (BCCDP) in 2019-2022 within Nova Scotia Health (NSH), is on the edge of an innovative health system transformational change to shift a model of *Teach & Tell* to *Empower and Collaborate* within patient interactions. The developed program consists of training 8 self-directed modules and 12 practice workshops, offered on-going in an easily accessible format, which are conducive to spread and scale to all staff within NSH. It provides practical skills allowing staff to build their competency and apply to their practice and work settings.

Project Team: Sarah Manley, Jacklynn Humphrey, Heather Beaton, Virginia McIntyre, Myrna Blenkhorn, Laura Wentzell, Erin Christian, Maria Alexiadis, Joanne Wentzell, Lindsay Sutherland, Graeme Kohler, Kathy Bell, Mardi Burton, Kathy Anne Woodford, Kendra Riggs, Bonnie Doyle, Michael Vallis, Keri-Lee Cassidy, Jennifer Haley, Colin Pottie, Lynn Edwards, Shawna Boudreau, Heather Isenor, Jennifer Murdoch, Swarnima Gambhir, Taylor Mattinson, Pam Talbot and Colin Pentney.

Please join us in congratulating this year’s 2024 NS Health Quality Award Competition winners!