



## COMMUNIQUÉ – November 2011

### Online and In-Person Exchange Accelerating Practice Change

Complementing the intense Quality Improvement work of all 14 LHINs, November saw a ramp-up in knowledge exchange opportunities for the Early Adopter LHINs and the Next 10 LHINs alike! On November 10<sup>th</sup> all 14 LHINs re-convened in an online session that focused on practical strategies to collaborate and share information across the LHINs including the BSO Collaboration Space and the BSO website. Also discussed was how to plan better for and share outcomes from the Buddy LHIN exchanges.

The online environment enabled all 14 LHINs to vote on their top priorities for knowledge exchange in order to contribute to the focus for the two-day knowledge exchange event that was held on November 24<sup>th</sup> and 25<sup>th</sup>. LHINs identified their top 5 most pressing information needs:

- a framework for new 'mobile teams'
- an update regarding the new Long-Term Care Home Act and its impacts on the BSO project
- data sources and common indicators
- how best to leverage technology
- how LHINs are building/leveraging existing core resources.

Knowledge exchange events bring LHINs together to share what they know, and hear from other key stakeholders such as the Alzheimer Society of Ontario, Health Quality Ontario, Alzheimer Knowledge Exchange and the Ministry of Health and Long-Term Care. In addition to getting grounded in the project purpose and target audience, engaging in meaningful sharing and planning, and learning from the experiences of the provincial leads, the LHINs continued to foster the provincial network of champions that will enable long-term, sustainable change in Ontario.

### Call to Action

kai=change + zen=for the better (transformation)

As the four Early Adopter LHINs move to action, HQO is facilitating four concurrent kaizen events on Dec 13-14. This approach allows for local context to be reflected in development of changes, while at the same time providing opportunities for shared learning for the purpose of accelerating progress.

A "kaizen" is a structured team exercise which focuses on creating more value and less waste in a given activity or process. It is part of transformational improvement, and is aimed at making rapid improvements to help us get to "better".

Mobile Teams are intended to work with and build capacity within LTC staff teams in support of a resident who has, or is at risk for developing, responsive behaviours. Each of the Early Adopter LHINs will arrange for a team of 10-12 subject matter experts, selected from the front line people who do this work each day, to come together to bring their future state maps to life. Utilizing the best of what is existing as the springboard, they will develop tools and design processes to enable consistent response from Mobile Teams in a crisis situation.

We recognize that subsequent work will be required to establish processes for the Mobile Teams to assist with transitions and work with the teams to prevent crisis. The burst of intense action-oriented work, team building, problem solving and waste elimination that emerges from the kaizen event will help teams to overcome some of the inertia associated with a large scale project like BSO.

#### Upcoming Knowledge Exchange Events

**January 2012** – with a focus on health human resources hiring and outcomes of the two-day Kaizen event being held in December involving Early Adopter LHINs and Health Quality Ontario

### BSO Key Accomplishments – November

- NSM LHIN issued RFS for the BSO Evaluation
- CRO added a Health Human Resources & Stakeholder Management Lead to support recruitment of 700 new FTEs in 14 LHINs
- The four Early Adopter LHINs received training in Eclipse
- Next 10 LHINs held their Value Stream Mapping Sessions
- Buddy LHINs have continued to meet throughout November
- BSO Province wide Knowledge Exchange event held in Toronto on November 24<sup>th</sup>
- BSO 4 LHIN Early Adopters met face-to-face in Toronto on November 25<sup>th</sup>
- LTC-affiliated Associations (OLTCA, OLTCP, OANHSS) agreed to monthly dialogue with BSO leadership team

For more information on the BSO project, including a list of upcoming events, please visit [www.bsoproject.ca](http://www.bsoproject.ca). You can also contact the CRO at 1-866-903-5446.