

WORKSHOP ABSTRACT

Enabling Integrated Health and Social Care Through Quality Improvement Within a Canadian Context

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Introduction

Integrated health and social care (IHSC) is a relatively new phenomenon within Canada, and the body of knowledge is growing. There is an appreciation of quality improvement (QI) within the Canadian healthcare system, but its role in advancing IHSC is not yet fully understood. The workshop will aim to provide some basic concepts of IHSC and QI, and introduce relevant QI tools that may support services integration among different health and social care partners. This examination will be anchored in Canadian IHSC models, including a case study from Ontario, Canada.

Background

There is significant interest in how to effectively engage in IHSC within this evolving field. QI and its focus on effective stakeholder engagement and collaboration are aligned with the core concepts of IHSC. Adopting a client-centred approach through QI can enable successful services delivery when engaging in inter-organizational collaboration to advance services integration. QI methodology can provide partnering organizations with a number of effective tools and practices in this regard.

Aims

The workshop will develop an appreciation of key Lean QI and IHSC concepts, models, tools and practices that will ensure a successful integrated care model. A Canadian case study will allow for an understanding of IHSC success factors and challenges and how Lean QI tools and techniques can be employed to support outcomes. The workshop will ensure a high degree of engagement from participants using various approaches including polling, virtual break-out room exercises, presentations and group discussions.

Objectives

The participants will:

1. Have an understanding of some evidence-based IHSC models including key elements of each.
2. Identify and distinguish between various Lean QI tools and practices and their application within IHSC.
3. Understand factors that are unique to the Canadian health and social care context that require consideration when engaging in IHSC using Lean QI.

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Target audience

Health and social services organization leaders; health and social service executives; professionals and managers involved in IHSC projects

Learnings

1. At the conclusion of the workshop, the participants will have a basic knowledge of critical components of IHSC conceptual models and their application within a Canadian context.
2. Participants will gain a greater understanding of the role that QI can play as a foundation for IHSC.

Format

15 min. Presentation on IHSC conceptual models (Presenter: Siu Mee Cheng, PhD Candidate, Ryerson University)

20 min. Presentation on key Lean QI definitions, concepts, tools and techniques (Presenter: Srikant Kelkar. Lean Six Sigma Black Belt, Leading Edge Group)

15 min. Lean QI tool demonstration, group discussion and exercise (Facilitator: Srikant Kelkar. Lean Six Sigma Black Belt, Leading Edge Group)

20 min. Case study presentation on CHATS' (Community & Home Assistance To Seniors) IHSC efforts on transitions in care from hospital to home for older adults. (Case Study Presenter: Christina Bisanz, CEO, CHATS)

20 min. Lean QI and IHSC group discussion and exercise on CHATS case study (Facilitators: Christina Bisanz, Siu Mee Cheng and Jane Bishop)