



The Quality Improvement Experience

GREENSTONE FAMILY HEALTH TEAM: LC3

On behalf of the **Greenstone Family Health Team**, a small yet what we like to consider “mighty” Family Health Team, we would like to say “thank you” to everyone involved in the QIIP initiative. This email is a tribute of sorts - in our view, the organizations who get the most out of “the QIIP experience” are the ones who make the choice to do so.

For staff at the Greenstone Family Health Team, QIIP was not the beginning of the change process, but the middle. Over a two-year start-up period, staff undertook a team building initiative with a focus on change as a basis for creating a healthy organizational culture, to better serve our valued clients. This process opened the door for the QIIP initiative, which assisted us in understanding how to create and sustain a workplace culture of innovation and change amidst a sea of barriers to it, particularly as we became fully operational. The QIIP initiative has revolutionized the way we do business.

The use of Practice Facilitators has been vital in the project’s success, helping to bridge QIIP “theory” with practice for those of us working in the trenches every day. At today’s staff meeting, we will review the Congress panel questions, provided by our Practice Facilitator, as a team—a valuable reflective exercise. Quality Improvement and PDSA’s are on the agenda at every weekly staff meeting. Quality Improvement is also reported at monthly Board of Directors meetings. In other words, we communicate about it. This would not have happened in the same way prior to participating in the QIIP initiative. As a result of QIIP, we have also improved the way we collect and use data, to demonstrate and ensure positive change for clients. Advanced Access has

been a huge success story, and process mapping has become a part of our culture.

These are but a few of the many improved processes that have taken place as a result of participating in QIIP. We have also learned that when enacting change, success and failure are intertwined, not necessarily mutually exclusive. Tied in with that is what we have learned about humility—mistakes and oversights are certainly part of the process—something we prefer to celebrate. At the Greenstone Family Health Team, we like to share our mistakes and oversights (few and far between I might add) with each other—in fact, we have an “Employee of the Week” competition to celebrate the best ones.

We have gained an understanding of something that sounds simple but actually isn’t -we have learned that our FHT, and all FHTs, are not the centre of the universe, a mistake that most organizations don’t realize they are making, but part of a much larger healthcare team. We have learned to have fun in the change process, to poke fun at ourselves in all of this, flaws and all. This email is our way of giving all of you at QIIP a standing ovation—in case you can’t hear, our clapping and stomping is deafening. Thank you.

Sincerely,

Staff
Greenstone Family Health Team

“The QIIP initiative has revolutionized the way we do business.”

Email submitted by Susan Ouellet, Administrator, Greenstone Family Health Team

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