



# Renfrew Victoria Hospital

Implementation Journey: A Rural Hospital Plan





# About RVH

- **The Renfrew Victoria Hospital is a 53-bed community hospital located approximately one hour west of Ottawa within the Champlain LHIN. The hospital services a catchment area of about 100,000 people.**

# Services Offered

- 53 inpatient beds with a 3 bed level II ICU
- 25,000 emergency department visits per year
- Regional Nephrology program, Regional Sexual Assault Program and Addiction Treatment Services that serves all of Renfrew County
- Satellite Systemic Therapy Unit of the Regional Cancer Centre in Ottawa

# Staff

- RVH employs approximately 450 staff members
  - Nursing Staff Breakdown
    - Registered Nurses – 119
    - Registered Practical Nurses – 69
    - Personal Support Workers - 30

# Mission, Vision and Values

- Mission

- The Renfrew Victoria Hospital is a values driven organization dedicated to excellence in health care.

- Vision

- The Renfrew Victoria Hospital will be recognized as one of the finest rural health care facilities that endeavours to improve the health status of the population, in a fiscally responsible manner, by mobilizing technology, responding to identified needs and partnering with others.

- Values

Quality

Patient Safety

Patient Focus

Dignity & Respect

Leadership

Responsiveness & Adaptability

# Best Practices to be Implemented

- Screening for Delirium
- Person-and Family-Centred Care
- Decision Support for Adults Living with Chronic Kidney Disease
- Women Abuse: Screening and Initial Response
- Assessment and Management of Pain

# Strategies



- Posters throughout the hospital
- BPSO Steering Committee consisting of Nursing Leadership
- Internal/External publications – Talk it Up Victoria, Grand Rounds, etc.
- Education including lunch and learn sessions and annual Nursing Skills Fair
- Presentation to Department Heads in Fall 2015 – task each department with evaluating PFCC strategies – What do we do well? What would we like to implement? (Gap Analysis)
- Beginning Fall 2015 – implement Nursing Professional Practice Committee
- Beginning Fall 2015 – implement a Patient/Family Advisory Committee
- Baseline audits and surveys
- Policy and Procedure review with a PFCC lens



# Project Structure

- **Phase One: Preparation**
  - Nursing Leader, Managers and key leads will meet to discuss preliminary issues that could impede implementation.
  - Baseline audits conducted and best practice champions selected from each unit based on letter of interest reviewed by the steering committee

## • **Phase Two: Implementation**

- Advanced teams for each best practice including unit best practice champions will be provided education on best practice implementation
- Advanced team develops detailed implementation plan and communication plan for all levels of the organization from board to bedside
- Advanced team will coordinate education, support, and metric development for the best practice
- Weekly topics included: medical, ethical, consent and team conflicts

- **Phase Three: Analysis of Successes**

- Steering Committee will monitor broad metrics for each best practice and ensure milestones achieved
- Advanced Team will establish and monitor metrics throughout entire implementation

# BPG Champions



- All interested nursing staff were asked to complete an expression of interest to become a BPG Champion
- In fall 2015, plan to review the BPSO plan with all department heads in order to gain interest among other disciplines in becoming champions
- So far, 23 BPG Champions have been identified at RVH = 12% of the nursing staff demographic



# RVH BPG Champions – May 2015



# Champion Education

- May 2015 – 11 Champions completed Modules 1-4 of the BPG Champion Workshop (LIVE and archived Web-ex)
- Education conducted as a group
- Plan – education BPG Champions at RVH in July, September and November 2015
- BPG Champions working on a baseline survey for PFCC – nursing staff will complete in June 2015

# Summer Institute


- June 2015 – 2 RVH nurses will be attending the Summer Institute
- RVH plans to send (2) nurses to attend the annual Summer institute in 2016 and 2017

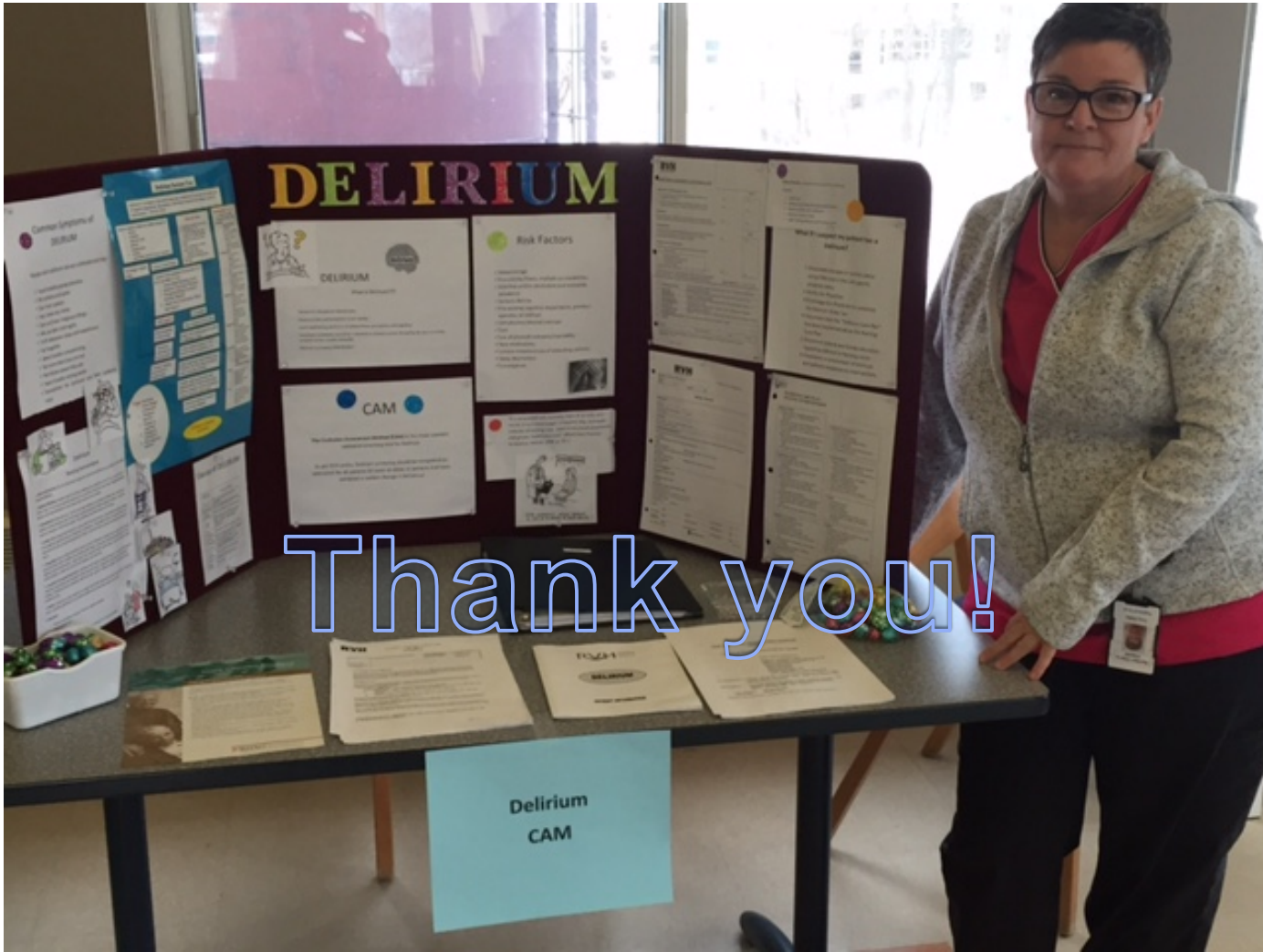
# NQuIRE

- Early phases of development
- Set up BPSO lead account
  - Super User will be Chris Ferguson/Erin Rennick
- Download data dictionaries
- Review indicators for selected BPGs



# Questions?

- What strategies did you use to assist in the engagement of other disciplines acting as BPG Champions ie. Allied Health, physicians, etc.?
  - Can you offer any suggestions for sustaining the momentum and enthusiasm of BPG Champions after the initial education is complete?
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Thank you!