



A Board that Walks the Talk

Applying the organization's common continuous improvement language to go paperless

How do we know that a problem or opportunity exists?

- HHS is committed to making the most effective and efficient use of the skills, knowledge, time and dedication of its Board members.
- There had been recent interest in the application of eGovernance technology (on-line board portals) to improve both information flow and work flow at the Board-level.
- In the spirit of the recently launched corporate Quality Framework, the Board launched an improvement initiative focussed upon its own key processes.

*Like the dozens of recently launched Quality Councils and other initiative teams across HHS, the Board applied the organization's common language for continuous improvement - **Define PDSA** (based upon the Institute for Healthcare Improvement's internationally recognized "Model for Improvement")*

Hamilton Health Sciences Change and Quality Improvement Model

Define



Plan

- Initiative Team established
 - Six Board members
 - Co-Led by the Board Liaison Officer and a Board member
 - Supported by Quality, Patient Safety & Clinical Resource Management Program, Information & Communications Technology Department.
- Scope, Constraints and Assumptions identified and documented.
- Risk assessed and contingency plans developed.
- Resource & technical requirements and purchasing process identified.
- Communication and engagement plan established.
- Timelines, milestones and deliverables documented.
- Potential Vendors and products researched.
- Costs and benefits reviewed.
- Presentations made by vendors, vendor selected.
- Education and training plan developed.
- Technical resource and support requirements identified.

Do

- Education and training sessions held.
- First "live" sessions included paper back-up.
- Wireless connectivity issues experienced.
- Some continued to receive paper packages.
- Board members surveyed after six months for feedback.

Study

- Level of satisfaction varied.
- Connectivity issues driving dissatisfaction.
- Opportunities for increased efficiency and effectiveness, and to reduce paper, still exist.

Act

- Options considered.
- Decision to continue implementation.
- Second PDSA continuous improvement cycle undertaken with improvements to boardroom connectivity and additional technical support for incoming members and spread of paperless approach to Committees of the Board.

What are we trying to accomplish?

Overarching Aim: To improve the effectiveness and efficiency of Board-related information flow and work flow.

Specific Aims:

- Board members will report that they are able to access information more efficiently.
- Board members will report that they are better prepared for discussions and decision making.
- Reduction in costs associated with printing and shipping Board meeting materials.

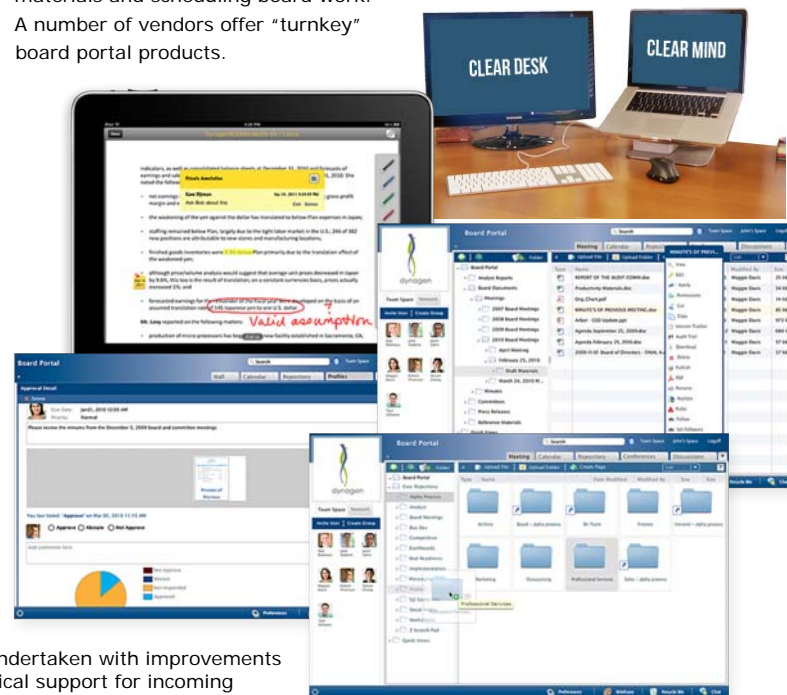
How will we know that a change in an improvement?

- Board members will be surveyed as to their experience in adopting the paperless eGovernance technology and processes.
- Costs associated with printing and shipping of Board meeting materials will be tracked.

What changes will result in an improvement?

eGovernance

- Web-based portal provides an online workspace devoted exclusively to the board.
- Provides confidential access to past and present board materials, and to tools that facilitate preparation for board meetings.
- Typically includes security controls that keep board documents and members' communications with each other protected and confidential.
- Includes tools to greatly reduce the time and cost of producing & managing board materials and scheduling board work.
- A number of vendors offer "turnkey" board portal products.



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