Quality Conversations:
Engaging Teams in Quality Improvement
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BACKGROUND
• Quality Conversations were implemented at Sunnybrook Health Sciences Centre in May 2017 to support a culture of quality.
• Quality Conversations are 15 minute weekly interprofessional team huddles with the purpose of regularly discussing and acting on quality improvement and patient safety opportunities.
• This tool was co-designed with clinicians and mirrored a Plan, Do, Study, Act cycle to continually improve the program.
• Learnings from our 2 month pilot resulted in development of a formal training workshop and resources for leaders, and development of Quality Coaches to support implementation of Quality Conversations.

AIM
Support teams to engage in quality improvement on their unit through implementation of weekly Quality Conversations.

GOAL
Implement Quality Conversations on 75% of inpatient units across Sunnybrook’s 3 campuses by April 1, 2019.

INTERVENTION
• A white board was designed to structure conversations as follows:
  • Idea generation
  • Opportunities for improvement based on data
  • Change ideas generated by staff
  • Celebrations
• 9 workshops have been conducted to train leaders to facilitate Quality Conversations, using data to identify opportunities, and simulating a Quality Conversation.
• Resources were developed in partnership with Organizational Development & Leadership to support facilitation and engaging teams in Quality Conversations.
• Surveys are sent before and 6 months after implementation for evaluation.

RESULTS
• 56% of inpatient units across Sunnybrook’s 3 campuses have implemented Quality Conversations.
• 44% of our Middle Leaders (Patient Care Managers, Advanced Practice Nurses, and Practice Leaders) are trained to facilitate Quality Conversations
• 34 teams have adopted Quality Conversations including acute inpatient units, non-clinical areas, outpatient clinics, and long term care.
• Survey results indicate a 33% increase in staff agreeing that they feel engaged in quality improvement initiatives; examples of initiatives discussed at Quality Conversations include hand hygiene compliance and noise reduction.

CONCLUSIONS
Spread of Quality Conversations is ongoing with evaluations completed at 6 months. Survey respondents indicate that teams find value in Quality Conversations which include increasing team unity, enhancing team communication, and the opportunity to suggest and implement change on their unit.

NEXT STEPS
• Development of additional Coaches to support units on implementing and sustaining Quality Conversations.
• Revision of resources to reflect learnings from the past year to better support our teams.

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