

Cree Nation of Waskaganish - Team Coordination

Goal: Improve communication towards the regular clinic staff despite high staff turnover

CYCLE 1

PLAN	What are we trying to accomplish?	Setting the Stage: <ul style="list-style-type: none"> The team planned managing the schedule of the weekly team meeting 30 minutes devoted each to a multidisciplinary meeting, FORGE AHEAD and other QI initiatives, and nursing information Review PDSAs at the clinical staff meeting on Fridays <ul style="list-style-type: none"> Extend the length of the meeting so a member of the Cree Health Board could attend Team first needed to speak with the nurses to see if the proposed structure would work for them
DO		Testing the New Procedure: <ul style="list-style-type: none"> The Nurse-in-Charge chaired the meetings and kept track of the time The multidisciplinary team members were permitted to leave after the first or second half-hour
STUDY	How will we know that a change is an improvement?	What was Learned: <ul style="list-style-type: none"> Revised schedule led to improved procedural structure and time management Multidisciplinary team members appreciated being able to leave before the nursing-related discussion Meeting minutes were taken and kept in a binder but not read However, there were no administration representatives present for administration-related requests
ACT	What small changes can we make that will result in improvement?	<ul style="list-style-type: none"> The team decided to invite administrative staff to the meetings once a month for a month Discussed creating an email list for all regular nurses in order to send them the minutes for each meeting

Cree Nation of Waskaganish - Team Coordination

Goal: Improve communication towards the regular clinic staff despite high staff turnover

CYCLE 2

PLAN	What are we trying to accomplish?	Spreading the Word: <ul style="list-style-type: none"> The team implemented email updates to all nurses so that everyone received important and new information <ul style="list-style-type: none"> An update email was sent to all nurses to bring them into the communication loop The team planned to test this procedure each week for one month
DO		<ul style="list-style-type: none"> A team member sent out email updates every Friday to all nurses
STUDY	How will we know that a change is an improvement?	<ul style="list-style-type: none"> Nurses would be asked at two and four weeks if they found that the emails were helpful After the first two weeks, the CF asked two colleagues if they liked the email updates and they said yes <ul style="list-style-type: none"> Feedback from other nurses was pending
ACT	What small changes can we make that will result in improvement?	Moving Forward: <ul style="list-style-type: none"> The team noted that email updates appeared to be working, but further evaluations should be done <ul style="list-style-type: none"> The team was waiting to have a meeting with the administrative staff The team found that producing the email updates does not take as long as expected The team indicated they would continue to trial the emails for two more weeks (one month in total)