A STEP FORWARD FOR HEALTH CARE IN SCARBOROUGH

The Scarborough Hospital is Transforming and Ready for the Spotlight

First hospital in Central East Local Health Integration Network to receive Best Practice Spotlight Organization candidacy

The Scarborough Hospital (TSH), which is the largest hospital in Central East Local Health Integration Network and a teaching hospital, is pleased to have received candidacy status towards becoming a Best Practice Spotlight Organization (BPSO) from the Registered Nurses' Association of Ontario (RNAO) — a concrete reflection of the hospital's vision to be recognized as Canada's leader in providing the best health care for a global community.

O n April 10, 2015, the Honourable Eric Hoskins, Minister of Health and Long-Term Care, announced that The Scarborough Hospital has begun the accreditation process to become a BPSO. The hospital will work closely with RNAO to implement and evaluate its internationally acclaimed best practice guidelines (BPGs). These guidelines incorporate evidence-based practice to enhance patient outcomes.

The Panel

The Expert Panel will build on previous work, including the Preferred Integration Plan developed by TSH, and recent agreements with RVH to create a long-term plan to modernize the three hospital sites in Scarborough.

The Expert Panel will work in collaboration with the Central East Local Health Integration Network (Central East LHIN), the neighbouring Toronto Central and Central East Local Health Integration Networks, as well as the local community hospitals, particularly TSH, Rouge Valley Health System (RVHS), and Lakehead Health (whose main hospital site is located in Oshawa).

The Panel has two broad objectives:

- To develop a plan to address how hospitals in the region work together to deliver acute health care programs and services in a way that meets the needs of local residents; and
- To provide recommendations on program and service integration, as well as infrastructure needs.

The Expert Panel project is supported by funding from the Ministry of Health and Long-Term Care and by the Central East LHIN.

F ollowing are some of the key deliverables of the Expert Panel:

- A report and report indicators through Nursing Quality Indicators for Reporting and Evaluation (NQIRE), a system of quality indicators designed for BPSOs to systematically monitor the progress and evaluate the outcomes of implementation. The NQIRE will be used to evaluate improvements in care and share results with other hospitals in the region.
- A program integration. The Expert Panel is expected to complete its work within six months.

The Scarborough Hospital is continuously investing in the nursing practice, all practitioners, and ultimately, patient outcomes. Through its BPSO candidacy, TSH will implement eight RNAO BPGs that will positively impact the health and well-being of its patients, including:

- Corporate
  - Client Centred Care
  - Assessment and Management of Pain
- Clinical/Healthy Workplace
  - Strategies to Support Self-Management in Chronic Conditions
- Clinical/Healthy Workplace
  - Clinical/Healthy Workplace
  - Clinical/Healthy Workplace
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O ur Collaborative Spirit

At TSH, one of our greatest strengths is our collaborative spirit, which allowed us to develop innovative solutions and partnerships with other health care providers to create accessible and connected care for patients and their families. Over the past year, TSH and RVHS have continued to plan and implement service integrations to better coordinate care for our patients.

However, as the system-wide view and health plan will be essential for Scarborough's future, and I am confident that the Expert Panel will continue to focus on ensuring that the strengths of both hospitals in their deliberations and recommendations. We look forward to working with the Panel as they embark on this important planning exercise.

QUALITY CARE REMAINS OUR TOP PRIORITY

We heard what they had to say and we will continue to do our very best to make sure that we are providing quality care to all of our patients, from the elderly, to people living with chronic disease, to children, to vulnerable young families, and more," says Kim Brophy, a Clinical Resource Leader and Improvement Facilitator who will lead the BPSO project at TSH.

As part of the evaluation process, TSH will collect and report indicators through Nursing Quality Indicators for Reporting and Evaluation (NQIRE), a system of quality indicators designed for BPSOs to systematically monitor the progress and evaluate the outcomes of implementation. The Panel has started to utilize NQIRE to evaluate the progress of the BPSO candidacy.

The Scarborough Hospital has already been successful in using the champion model to promote practice changes from RNAO BPGs relating to falls, pressure ulcer prevention and nurse fatigue," adds Kim. "We are confident the hospital will mirror those successes with the BPGs put forth through our BPSO candidacy.”

A BPSO-specific web page that will highlight the hospital's goals and progress to date, and share stories about hospital champions and patients who are benefiting from this work, is currently in development for the TSH website.

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