

# Cree Nation of Waskaganish - Team Coordination

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

## CYCLE 1

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

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## CYCLE 2

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