

Implementation and Sustainment of a Quality Board for the Inpatient Stroke Unit

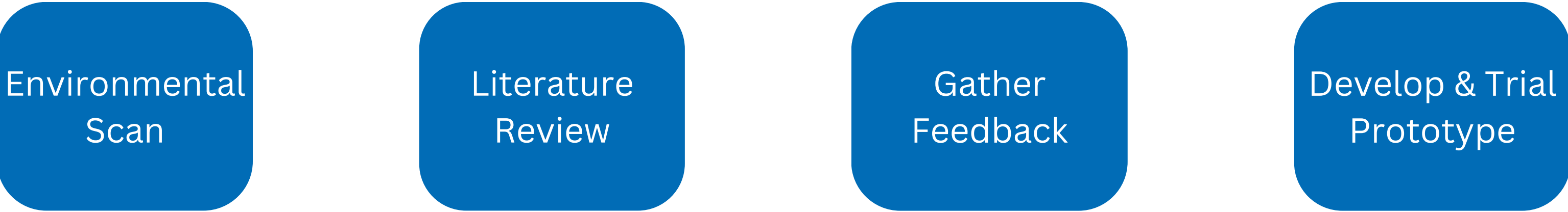
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Background

In review of the implementation of best practices on the inpatient stroke rehabilitation unit, a gap was identified in how we share data and information with staff, patients and families around unit performance indicators. According to Martin et al. (2022), transparent reporting encourages thoughtful reflection and facilitates continuous learning with the aim to improve healthcare quality.

Methods

The implementation of a Quality Board for our inpatient stroke unit required a number of steps.



An environmental scan was conducted to find out how other facilities were sharing unit performance information and data. Next, a brief literature review was conducted to guide the development process of the board. Feedback was gathered from both patients and staff regarding content they would like shared on the board. This feedback included suggestions of performance indicators, quality initiatives, as well as other eye-catching content. The feedback paired with the information gained through the environmental scan and the literature review contributed to the development of a trial quality board where staff, patients and visitors were invited to try it out and provide further feedback. Once staff, patients and visitors were satisfied with the layout and content of the board, a sustainment plan was developed and weekly discussion at the Quality Board was initiated during daily team huddles.

Discussion

Findings from the implementation of the board include:



Key facilitators to sustainment include:



Impact

Overall, implementation of a Quality Board on our inpatient stroke unit ensures our team is meeting our goal of ensuring staff, patients and visitors to our unit have access to information and data about our performance in a way they can understand and contribute to.

Objectives

The purpose of this quality improvement initiative was to:

- Develop an easily accessible information board highlighting quality initiatives and updates in a patient-friendly manner
- Establish a space for staff, patients and families to provide feedback and suggest opportunities for improvement and change
- Design a board that sparked interest and engagement among all staff, patients and visitors

Outcome

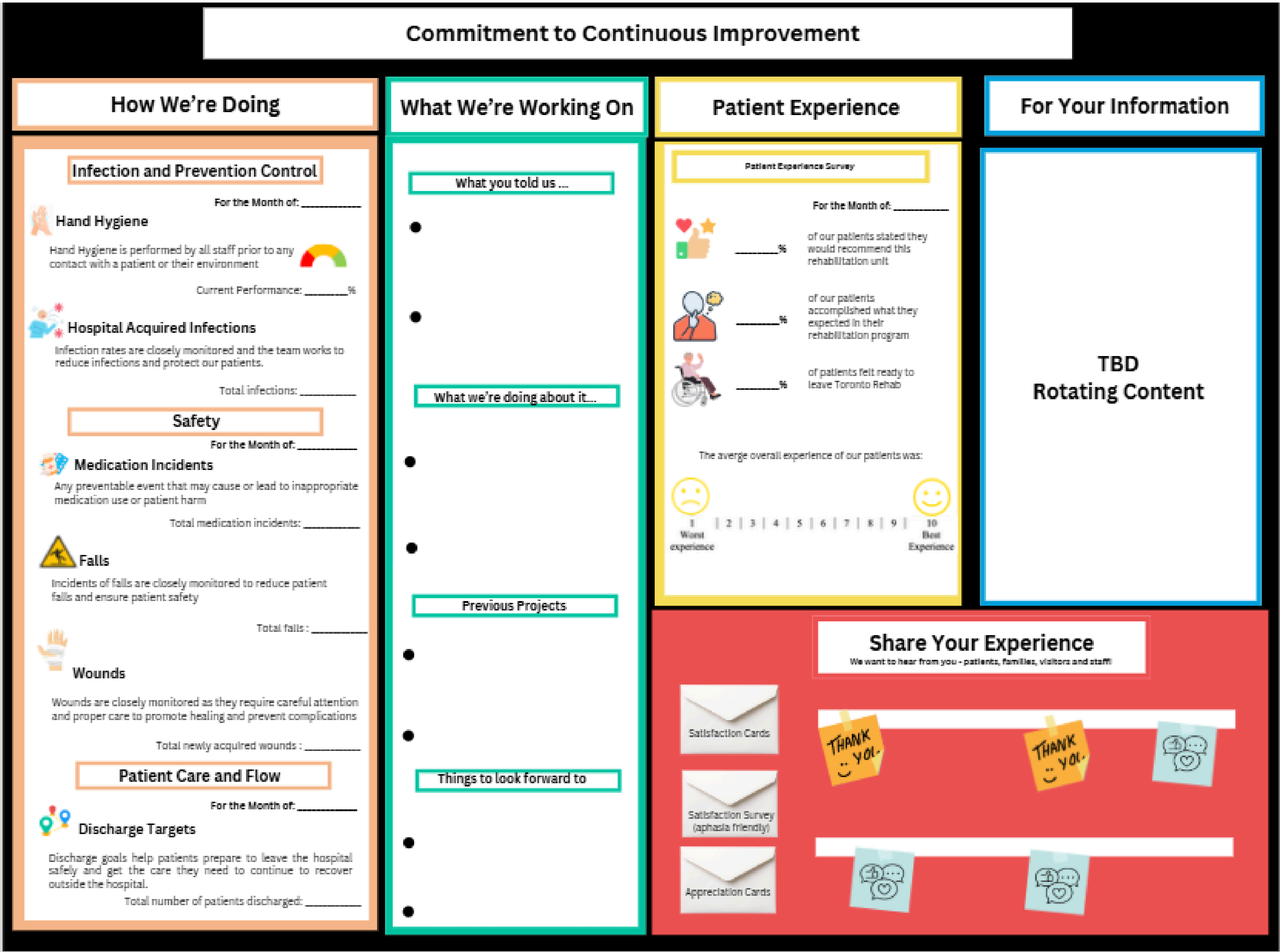


Image A: Quality Board Prototype