**HQSC 11.16.22 Meeting Minutes**

In attendance: Ethan Witt, Obert Xu, David Mazur-Hart, Michelle Lawson, Elizabeth Shepard, Chenara Johnson, Jerry Jiang, Haley Manella, Mara Peterson, Renee Edwards, Kristen Kraimer, Jack Marshall, Sam Milholland

* **Intro to Change Concepts for QI – Haley Manella** 
  + Think deeply before change is implemented
  + Reactive change – Bringing it back to baseline
  + Fundamental change – Bringing about actual improvement, alter workflow or activities, produce a visible positive difference
  + If a change cannot be made easily (culture change) then people will think that there’s not much wrong with the current system. This hold you back from making the fundamental change and stifles improvements
  + Model for improvement – similar to central principles (1-3) PDSA cycle (plan, do, study, act)
  + Concept needs to be put into context of idea to see what can be tested
  + Approaches to developing change – Randomly choose one and go with it, use it to generate ideas, HQSC could try it for different projects
  + Once a concept is developed then you have to go back and test it, lots of mini PDSAs to get to system-wide change that actually shows improvement, prove to yourself and your stakeholders that the changes are resulting in improvement
* **Well-Being Grant – Ethan Witt** 
  + Apply for a grant of up to $5000 to support projects, application deadline is 12/8/22
  + Application front page has hexagon diagram of how well-being is framed, 80% of well-being is related to system factors
  + We can set up a meeting to chat further about this
  + What could be used for resident well-being specifically?
* **ACGME Clinical Learning Environment Review – Ethan Witt**
  + Looking for members, a 2-year commitment with in-person meetings in Chicago
* **Handoff Project Update – Ethan Witt** 
  + Reached out to coordinators for med schools and PA schools to see if they can advertise the volunteer opportunity.
* **PSI Review – Ethan Witt** 
  + PSI SI-80797
    - Each nurse should be able to draw labs if a phlebotomist is not available. They can do two tries then ask another nurse before calling the complex IV team (though often not available at night). Last resort is to call RTT.
    - Nurses said they always try at least twice, not sure if this is different on night shift. They also said a lot of the patients are hard sticks.
    - Intervention: Gathering information about training and how comfortable nurses would feel about having this skill (maybe via an anonymous survey). House officers should know about the policy then they would know they can go to a nurse and ask them to try to draw.
  + PSI SI-82834
    - No big update, could be a project in the future.
  + PSI SI-84730
    - Yes, this could happen again and is likely happening all the time
    - ***Chenara Johnson***: I had to give my pager back and now only use Spok. I rarely gets paged but I think the pagers work well.
    - ***Kristen Kraimer***: I’ve had significant problems with this and have missed urgent pages. I had to bring up issue with GME and move it up to get everyone a physical pager. Part of the problem is that some people have pagers and some people have Spok and it doesn’t seem like they communicate across platforms.
    - ***Mara Peterson***: If someone replies through Spok, it only comes through Spok and not as a page.
    - ***Obert Xu***: What are peoples experiences with the iPhones that are issued through wireless department pre-loaded with Spok?
    - ***Chenara Johnson***: I have one and have not had any complaints. The cell phone issued by OHSU may be a solution.
    - ***Ethan Witt***: Does this seem worth escalating for improvement?
    - ***Elizabeth Shepard***: There seems like a big push to use Spok and transition away from physical pagers and it seems like a big undertaking. There are big holes in the Spok system that it seems like people higher up are not acknowledging.
    - ***Renee Edwards***: Physical pagers are obsolete so we have to move away from them. It’s important that if you are having concerns that you communicate them to the wireless office as they can help troubleshoot any issues.