



**LOUD in the ED**

BC PATIENT SAFETY & QUALITY COUNCIL

# Learning Session 1

**Tuesday, October 6, 2020**

**0800 - 1130**

Funded by:



Ministry of  
Mental Health  
and Addictions



# We Are Recording!



*Personal information in this initiative is collected under s.26(c) and 26(d)(ii) of the Freedom of Information and Protection of Privacy Act. The information is being collected in order to facilitate learning as part of the Learning about Opioid Use Disorder in the Emergency Department (LOUD in the ED) initiative. This session is being recorded and will be shared on the BCPSQC website. Breakout room discussions will not be recorded. We ask that you refrain from identifying patients, specific team members or offering any other personal information. If you have further questions, please contact the Project Team at [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca)*





# Your LOUD in the ED Team



**Mirelle Dillon**, Project Manager  
Overdose Emergency Response Center



**Kate Harris**, Leader  
BC Patient Safety & Quality Council



**Amanda Giesler**, Clinical & Internal  
Engagement Lead  
BC Center on Substance Use



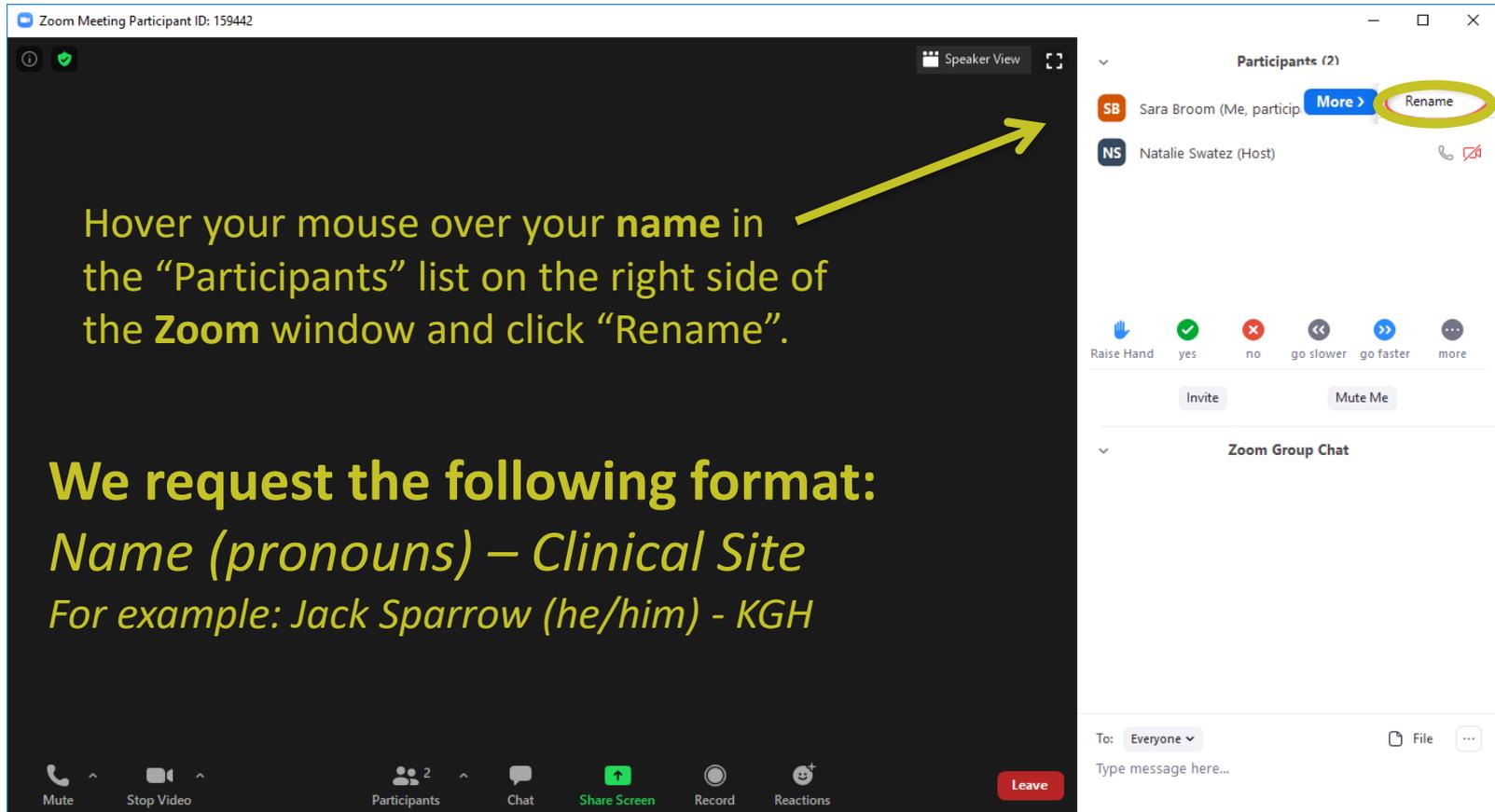
**Katie Fajber**, Project Coordinator  
BC Patient Safety & Quality Council



**Alvina Ng**, Clinical Project Coordinator  
BC Center on Substance Use



# Change Your Name on Zoom



Zoom Meeting Participant ID: 159442

Speaker View

Participants (2)

- SB Sara Broom (Me, particip) More > **Rename**
- NS Natalie Swatez (Host)

Raise Hand yes no go slower go faster more

Invite Mute Me

Zoom Group Chat

To: Everyone File

Type message here...

Mute Stop Video Participants Chat Share Screen Record Reactions Leave

Hover your mouse over your name in the “Participants” list on the right side of the Zoom window and click “Rename”.

**We request the following format:**  
*Name (pronouns) – Clinical Site*  
*For example: Jack Sparrow (he/him) - KGH*



# Chat Box!

The image shows a Zoom meeting window. The main area is dark with the text "Say hello and ask questions!" in yellow. A yellow arrow points from this text to the "Chat" button in the bottom toolbar, which is also circled in yellow. Another yellow arrow points from the text to the chat input area on the right side of the window. The chat input area is highlighted with a yellow border and contains the text "Type message here...". The right sidebar shows the "Participants (2)" list with Sara Broom (Me) and Natalie Swatez (Host). Below the participants list are controls for "Raise Hand", "yes", "no", "go slower", "go faster", and "more". There are also "Invite" and "Mute Me" buttons. The bottom toolbar includes "Mute", "Stop Video", "Participants", "Chat", "Share Screen", "Record", "Reactions", and "Leave".

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# Agenda

Time	Topic	Presenter
0800-0825	Welcome to LOUD in the ED!	LOUD Project Team
0825-0840	ED Experience of Buprenorphine-Naloxone Implementation	Dr. Andrew Kestler
0840-0855	OUD Care & the ED During COVID-19 <i>Breakout Rooms - Regional</i>	Dr. Melissa Allan
0855-0900	Break	
0900-0930	People-Centred Care	Reija Jean & Guy Felicella
0930-1020	Shared Purpose <i>Breakout Rooms – Teams/Sites</i>	LOUD Project Team Site Teams
1020-1030	Break	
1030-1120	Decision Support Tool <i>Breakout Rooms – Teams/Sites</i>	Dr. Sharon Vipler Site Teams
1120-1130	Recap, Regroup & Reminders - Closing	Project Team



# LOUD in the ED Faculty

Representing expertise from across BC and in Addiction Medicine, Emergency Medicine and Nursing, Pharmacy and People with Lived or Living Experience:

Andrew Kestler	Caleb Siegler
Cindy San	Emma Garrod
Erika Kellerhals	Guy Felicella
Hanke de Kock	Jane Mushta
Jason Wale	Laura Shaver
Melissa Allan	Sharon Vipler
Shawn Wood	Reija Jean



# Role of Faculty

- Representational province-wide expert group
- Identifies key change drivers and change ideas
- Links to existing resources and additional stakeholder groups
- Provide expertise, leadership and coaching throughout the Action Series
- Responds to emerging needs
- Guides final report



# Annotation Bar!

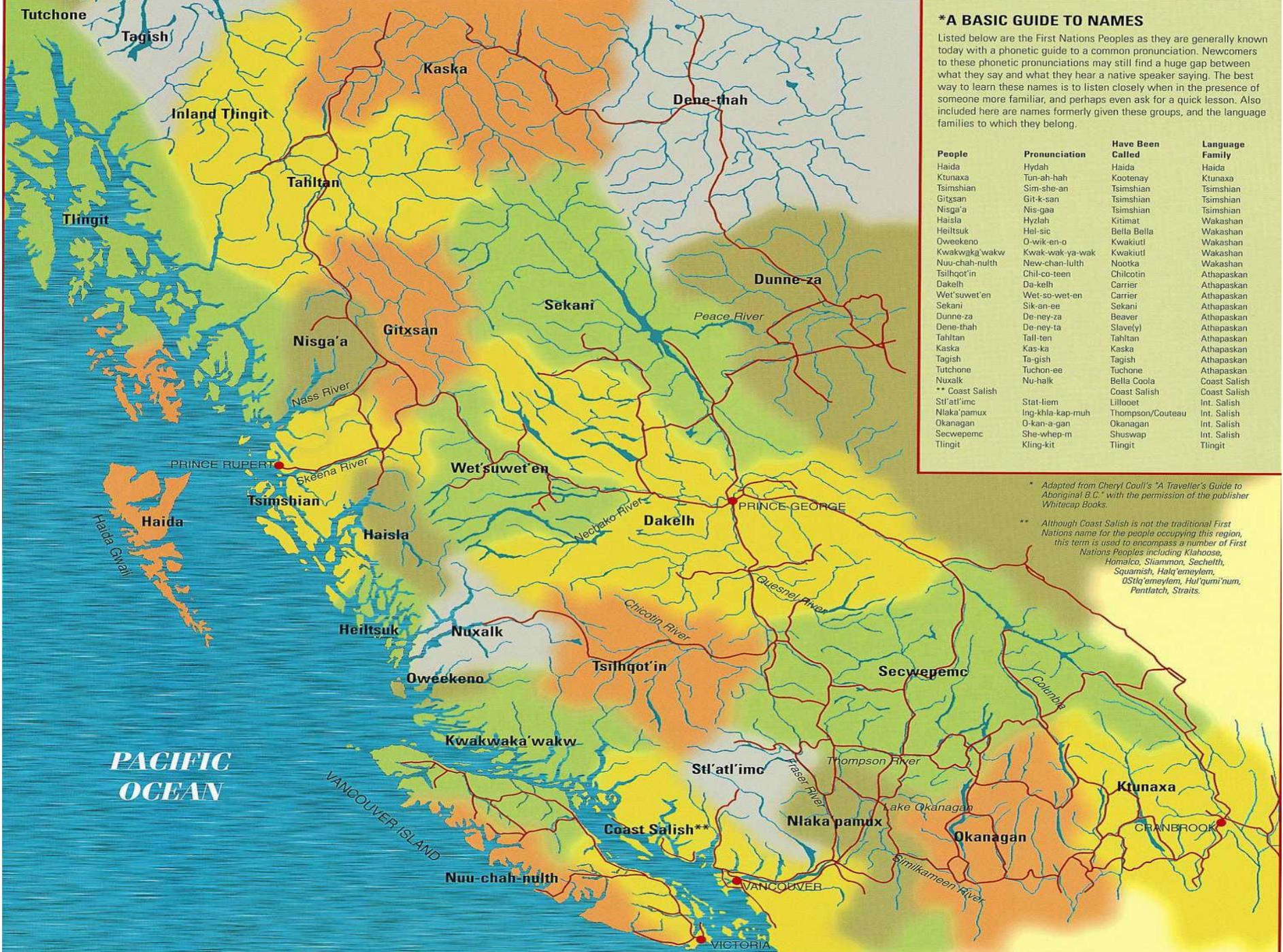
The screenshot shows a Zoom meeting interface. At the top, it says "Zoom Meeting Participant ID: 468390" and "You are viewing Natalie Swatez's screen". Below this is a "View Options" menu with the following items: "Zoom Ratio 50%", "Request Remote Control", "Annotate" (highlighted with a yellow box and a yellow arrow), "Follow Presenter's Pointer", and "Side-by-side mode". The main content area is a white rectangle with the text "Find annotation bar here!" in yellow. On the right side, there is a "Participants (2)" list with "Sara Broom (Me, participant ID: 468390)" and "Natalie Swatez (Host)". Below the participants list are controls for "Raise Hand", "yes", "no", "go slower", "go faster", and "more". There are also "Invite" and "Mute Me" buttons. At the bottom, there is a "Chat" section with "To: Everyone" and "File" options. The bottom toolbar includes "Mute", "Start Video", "Participants", "Chat", "Share Screen", "Record", "Reactions", and "Leave".



# Stamp Tool!

The screenshot shows a Zoom meeting window. At the top, it says "Zoom Meeting Participant ID: 468390" and "You are viewing Natalie Swatez's screen". The meeting title is "Sara Broom" and "Natalie Swatez". The main content area is a white screen with a toolbar at the top. The toolbar includes icons for Mouse, Text, Draw, Stamp, Arrow, Eraser, Format, Undo, Redo, Clear, and Save. The Stamp icon, which is a checkmark inside a square, is circled in yellow. A yellow arrow points from the Stamp icon down to the word "Stamp!" written in large yellow text on the screen. The right sidebar shows "Participants (2)" with Sara Broom (Me, participant ID: 468390) and Natalie Swatez (Host). Below the participants are controls for Raise Hand, yes, no, go slower, go faster, and more. There are also buttons for Invite and Mute Me. The bottom of the window shows a status bar with Mute, Start Video, Participants (2), Chat, Share Screen, Record, Reactions, and a red Leave button.





**\*A BASIC GUIDE TO NAMES**

Listed below are the First Nations Peoples as they are generally known today with a phonetic guide to a common pronunciation. Newcomers to these phonetic pronunciations may still find a huge gap between what they say and what they hear a native speaker saying. The best way to learn these names is to listen closely when in the presence of someone more familiar, and perhaps even ask for a quick lesson. Also included here are names formerly given these groups, and the language families to which they belong.

People	Pronunciation	Have Been Called	Language Family
Haida	Hydah	Haida	Haida
Ktunaxa	Tun-ah-hah	Kootenay	Ktunaxa
Tsimshian	Sim-she-an	Tsimshian	Tsimshian
Gitksan	Git-k-san	Tsimshian	Tsimshian
Nisga'a	Nis-gaa	Tsimshian	Tsimshian
Haisla	Hyzlah	Kitimat	Wakashan
Heiltsuk	Hel-sic	Bella Bella	Wakashan
Oweekeno	O-wik-en-o	Kwakiutl	Wakashan
Kwakwaka'wakw	Kwak-wak-ya-wak	Kwakiutl	Wakashan
Nuu-chah-nulth	New-chan-lulth	Nootka	Wakashan
Tsilhqot'in	Chil-co-teen	Chilcotin	Athapaskan
Dakelh	Da-kelh	Carrier	Athapaskan
Wet'suwet'en	Wet-so-wet-en	Carrier	Athapaskan
Sekani	Sik-an-ee	Sekani	Athapaskan
Dunne-za	De-ney-za	Beaver	Athapaskan
Dene-thah	De-ney-ta	Slavely	Athapaskan
Tahltan	Tall-ten	Tahltan	Athapaskan
Kaska	Kas-ka	Kaska	Athapaskan
Tagish	Ta-gish	Tagish	Athapaskan
Tutchone	Tuchon-ee	Tuchone	Athapaskan
Nuxalk	Nu-halk	Bella Coola	Coast Salish
** Coast Salish		Coast Salish	Coast Salish
Stl'at'imc	Stat-liem	Lillooet	Int. Salish
Nlaka'pamux	Ing-khla-kap-muh	Thompson/Couteau	Int. Salish
Okanagan	O-kan-a-gan	Okanagan	Int. Salish
Secwepemc	She-whep-m	Shuswap	Int. Salish
Tlingit	Kling-kit	Tlingit	Tlingit

\* Adapted from Cheryl Caull's "A Traveller's Guide to Aboriginal B.C." with the permission of the publisher Whitecap Books.

\*\* Although Coast Salish is not the traditional First Nations name for the people occupying this region, this term is used to encompass a number of First Nations Peoples including Klahoosie, Homalco, Sliammon, Sechelt, Squamish, Halq'emeylem, Q'Silq'emeylem, Hul'qum'num, Pentlatch, Straits.

PACIFIC OCEAN

VANCOUVER ISLAND

VICTORIA

Ktunaxa

CRANBROOK

Okanagan

Nlaka'pamux

Coast Salish\*\*

Stl'at'imc

Kwakwaka'wakw

Oweekeno

Heiltsuk

Haisla

Wet'suwet'en

Dakelh

PRINCE GEORGE

Sekani

Dunne-za

Nisga'a

Gitksan

Tahltan

Dene-thah

Inland Tlingit

Tagish

Tutchone

Tlingit

Haida

Haida Gwaii

PRINCE RUPERT

Tsimshian

Nass River

Skeena River

Nechako River

Chilcotin River

Quesnel River

Columbia

Thompson River

Fraser River

Lake Okanagan

Similkameen River

# Polls

Who are you?

Where are you calling in from today?



# Aim Statement

*To improve the experience of OUD care in the ED for people and providers, and to reduce the morbidity and mortality for persons with OUD in the ED by improving access and quality to evidence informed care, including the process and access to buprenorphine-naloxone.*



# Main Drivers of Change



## Clinical Decision Support Tools

*Developing best practices to inform order sets and guideline development*



## Clinical Education and Strategies

*Current trainings, culture change and opportunities*



## People and provider centered care

*Stigma, engagement and access*



## Connection continuum

*Bridging community and ED care*



# Project overview & Timeline



# Learning Sessions

- Recorded and posted to LOUD resource page
- Didactic content + networking + sharing resources
- Focus is on providing information and opportunity for connection





# Coaching Webinars

- Review of Action Period Work
- Focus on connections and dialogue
- Answer questions & networking
- Facilitators and faculty lead discussion & activities



# What is Action Period work?

- Review of webinar material
- Offer activities and suggested approaches as a starting point for reflection and application in local context
- Mix of individual and group activities
- Outlined in Action Period Guide (.doc) and Action Period Workbook (.ppt)
- Submit Action Period work for feedback, coaching and/or to discuss and share learnings at coaching sessions



# Dr. Andy Kestler

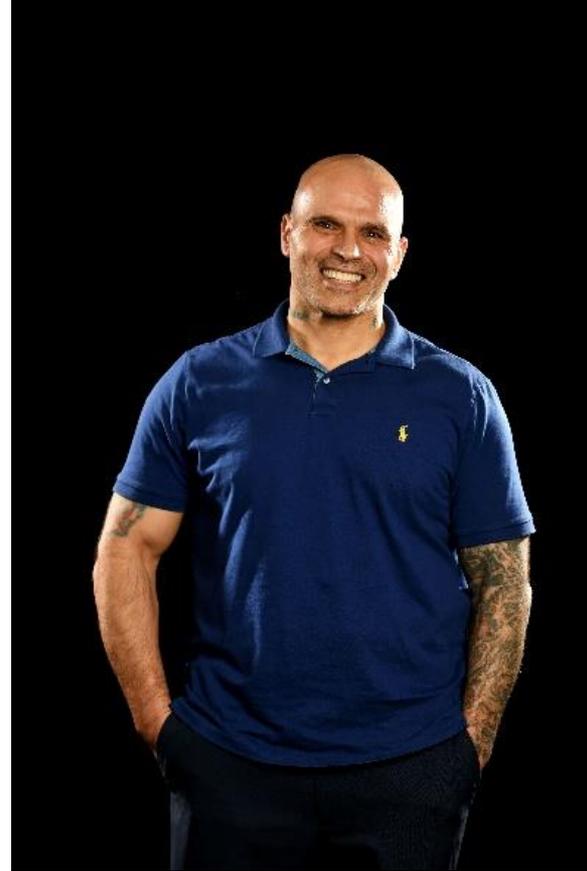
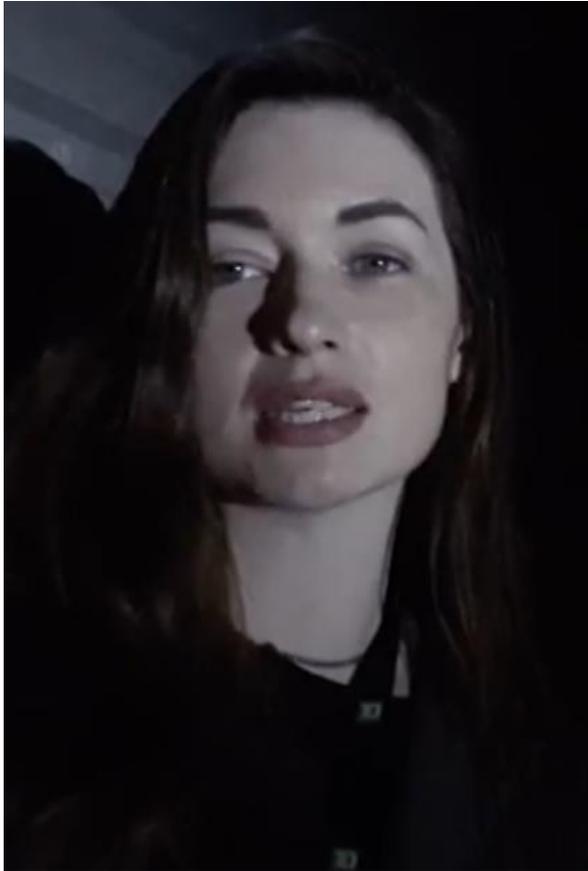


# Dr. Melissa Allan





# Reija Jean & Guy Felicella



# Shared Purpose

Building a Strong Team Together

# Objectives

1. Describe the importance of developing a shared purpose as a team.
2. Identify individual values that inform and drive your team values.
3. Create a shared purpose statement as a team.
4. Plan how to apply and integrate your shared purpose into team activities.



# Importance

- Shared purpose is what happens when a group of individuals align their belief systems or values with a common challenge, vision or goal.
- It's the “why” of change.
- Enables a team to discover why a change is important to them and the work they do.



# Example – Team-Based Care

- To deliver quality, person- and family-centred and collaborative care so that patients receive the right care, at the right time and in the right place, in a sustainable system with our values of effectiveness, appropriateness, respect, equity, efficiency, accessibility and safety at the core of what we do.
- To provide quality, person- and family-centered care every day with our values of teamwork, communication, compassion and honesty guiding us.



# Team Activity #1: Shared Purpose & Values

- You will be placed in break-out rooms with your teams
  - If you are solo on the call today, you will be paired with a facilitator or other solo participants
- Identify a facilitator, a note taker (who can share their screen) and who will submit the work to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca)
- Have the note taker open the Workbook PowerPoint presentation emailed out from loud@bcpsqc.ca
- The note taker should use the “Share screen” function at the bottom of Zoom once in the breakout room.
- Need help? Use the help button and a facilitator will come to you!



# Activity Overview

## 1) Introductions

- Name, clinical role and site(s), one thing you are proud of at work

## 2) Shared Values

- What are my personal values?
- What are our shared values?
- What is OUD care and why is it important?

## 3) Shared Purpose

- Putting it together in your Shared Purpose & Value Statement

Submit Team Shared Purpose to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by Nov 1



# What Do You Value?

Integrity	Ownership	Innovation
Boldness	Constant improvement	Quality
Trust	Leadership	Teamwork
Accountability	Diversity	Simplicity
Patient-centred	Continuous learning	Fairness
Passion	Equity	Humility
Helpfulness	Cooperation	Responsiveness
Accountability	Partnership	Commitment to excellence
Respect	Flexibility	Inclusion



# What Are the Values & Ambitions That We Have in Common that Align Us as a Team in Pursuing quality OUD Care?

Integrity	Ownership	Innovation
Boldness	Constant improvement	Quality
Trust	Leadership	Teamwork
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# What is OUD Care and Why is It Important?

<b>Person/Family with OUD</b>	<b>Provider</b>	<b>System</b>



# Let's Create Our Shared Purpose

We are united to achieve:

Through our values of:



# Questions? What did you learn?

- Any groups courageously want to share their shared purpose in the chat box?
- Part 2: Create a Teamwork Agreement  
*(Optional)*

Please submit your shared purpose by Nov 1 to  
[loud@bcspqc.ca](mailto:loud@bcspqc.ca)



# BREAK!



# Dr. Sharon Vipler



# We want to hear from you...

- Now is the time to review this DST within your team for Activity #2
- The feedback collected through this activity will help shape the final version of this DST
- Please submit your feedback (in Activity #2) to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by November 1 for incorporation into the tool finalized by the BCCSU



# Team Activity #2: DST Baseline Activity

- Assess your current practices and baseline
- Provide input for the tool development
- Identify areas & topics of interest for upcoming coaching calls
- Identify coaching opportunities to share your strengths and approaches with other teams
- Your feedback will be incorporated into the final version prepared by the BCCSU



# Activity Overview

Using your existing processes as a reference, use stickies (or through a guided discussion) identify areas of the process you feel are currently in place in your ED practice (in *Alignment*). Note areas in your workbook.

- Repeat this process with *Challenges* and *Areas to explore or uncertainties*
- Identify next steps
- Need help? Use the help button to have a facilitator help walk you through your questions
- Submit your worksheet to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by November 1



# Next Steps

# Project overview & Timeline



# Learning Sessions

- Recorded and posted to LOUD resource page
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# Coaching Webinars

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# What is Action Period work?

- Review of webinar material
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- Mix of individual and group activities
- Outlined in Action Period Guide (.doc) and Action Period Workbook (.ppt)
- **Submit Action Period work Activity #1 & #2** for feedback, coaching and/or to discuss and share learnings at coaching sessions **by Nov 1**





# Coaching Calls

## Coaching Call #1

Wednesday, October 21 @ 1000 – 1100

Dr. Andy Kestler & Emma Garrod (CNE)

## Coaching Call #2

Wednesday, October 28 @ TBD

Cindy San & Katherin Badke



# Next Learning Session

**Clinical  
Education &  
Strategies**

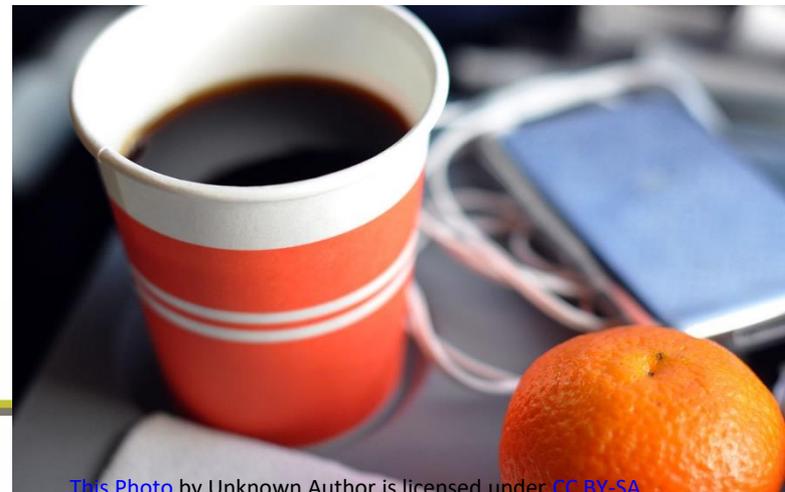
Thursday, November 5 @ 1100-1200

Amanda Giesler & Emma Garrod



# Connections – Randomized Coffee Trials

- Randomized (virtual!) coffee connections
- Sign up via email
- People are connected and can meet at their own convenience
- Monthly match-up
- Voluntary



# Follow-up email

- Link to the recording from today
- Links to resources and Action Period Guide & Workbook (posted on website)
- Invitations for Action Period 1 Coaching Calls
- Invitation to sign up for Action Period 1 Randomized Coffee Trial



# Questions?

We  Feedback!



Thank you!  
&  
Optional Team Time

Funded by:



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and Addictions



BRITISH COLUMBIA  
CENTRE ON  
SUBSTANCE USE

Working respectfully with others & our patients

