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SERVICES DE SANTÉ NB  
**MEDAVIE**  
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# EM/ANB Quality improvement Plan Report

2022 / 23

## CONTENTS

Introduction .....	3
Report highlights.....	3
EM/ANB Strategic Plan .....	3
Patient satisfaction .....	3
Performance indicators .....	3
Accreditation Canada.....	3
Feedback from community partners .....	4
Employee Road show.....	4
Work life pulse results .....	4
Launch dates.....	4
Stakeholder surveys.....	4
EM/ANB Risk Management Plan.....	4
Emergency and Disaster Management Plan.....	4
ANB Patient Safety Plan.....	5
EMP Patient Safety Plan.....	5
EM/ANB Quality & Safety Framework.....	5
EM/ANB Ethics Code and Framework .....	5



## INTRODUCTION

The Quality Improvement Plan is a summary document that outlines the different plans and frameworks within the organization that support and guide quality improvement.

This report provides a synopsis of accomplishments for the 2022/2023 fiscal period for each component of the plan.

## REPORT HIGHLIGHTS

### EM/ANB Strategic Plan

#### Patient satisfaction

EM/ANB continued to measure patient satisfaction levels in fiscal year 22/23 and is proud to share the high level of patient satisfaction for both ANB (**94.7%**) and EMP (**94.9%**).

#### Performance indicators

ANB continued to exceed its performance targets (**90%**) for April to December 2022. For the period of January to March 2023, the change in dispatch system has caused a delay in the availability of the report.

April 2022 – December 2022    April 2022 – December 2022    April 2022 – December 2022    April 2022 – December 2022

911 Emergency

911 Emergency

911 Emergency

911 Emergency

North

South

East

West



The Extra-Mural Program (EMP) continues to track Key Performance Indicators in order to align the patient needs with service delivery.

KPI	Baseline	22/23 Results	Target	Status
Referral to Care time (Median)	3 days	4 days	1 day	Below Baseline
Referral to Care time (90 <sup>th</sup> Percentile)	33	35 days	10 days	Below Baseline
ED visits Ratio	0.60	0.43	0.51	Above target
Primary Care referrals	7,426	7,028	8,911	Below Baseline
EMP Visits	497,771	465,864	572,437	Below Baseline
Patient Experience	95%	94,90%	95%	Meets Target

#### Accreditation Canada

Accreditation preparedness activities continued in 22/23. The last on-site survey focused on Ambulance NB and was completed in November 2022. EM/ANB continues to maintain an Accreditation with Commendation from Accreditation Canada.



## **Feedback from community partners**

A Community Partners virtual meeting took place in June 2022. An update was provided to the group on recent activities and projects. The group had opportunities to ask questions and provide feedback.

## **Employee Road show**

The annual road show resulted in all 23 EMP units as well, 21 ambulance stations were visited from October to January. Visits with the Air Ambulance, Fleet and MCMC staff were also completed during the same period.

## **Work life pulse results**

The EM/ANB teams continued to work on the action plan identified in the spring 2022 Worklife Pulse survey. For example, our internal communication team continues to keep employees informed via various communication channels including our internal newsletter and the retirement and recognition program for EM/ANB employees.

## **Launch dates**

All items identified on our corporate plan are reviewed by the senior leadership team on a regular basis during Senior Management team meetings. All items are closely monitored including tasks and milestones.

## **Stakeholder surveys**

In light of the Strategic Plan renewal, various partners and stakeholders, internal and external where engaged in order to seek feedback on our future direction for 2022/2025. Surveys and virtual focus groups were organized to gather feedback. These activities included the engagement of the Board of Directors, the EM/ANB Leadership, the Senior Leadership team, the Patient and Family Advisor Council, MHSNB and EM/ANB staff, as well as Community Partners and Stakeholders.

## **EM/ANB Risk Management Plan**

The Risk Management Plan review continued in 22/23 to be finalized in 2023. This new Framework will provide guidance on a new committee structure as well as a full revision of the Risk registry.

## **Emergency and Disaster Management Plan**

This reporting period saw a change in stance from ongoing support and activation for COVID-19-related actions to winding down COVID-19 implemented processes and returning to more routine operations. The wind-down employed a controlled approach to align with health system partners and ongoing advice received from New Brunswick Public Health. By the end of 2022, COVID-19 actions had transitioned to a routine response employing appropriate precautions if a patient encounter is suspected of being COVID-positive.

2022-23 saw the return to emergency exercise participation with external agencies at many of New Brunswick's airports. These events allowed for interoperability between agencies and ANB staff practice of incident and multi-patient management skills. Incident management was activated for Hurricane Fiona's approach to the Maritimes, including interactions between many public safety entities across the entire region. Fortunately, impacts from Fiona were limited in New Brunswick, yet plans, communications, and preparation activities were all refreshed and practiced.



## ANB Patient Safety Plan

ANB Patient Safety Plan related activities were supported by the Quality and Risk Team. Some of the key activities completed are:

- The re-introduction of the Safe Vehicle Operation Program.
- Maintain and promote an employee immunization program.
- Increase integrated collaboration between EMP and ANB. For example, work on electronic paramedic referral to EMP and palliative patients support.
- Define requirements for a new Patient Safety and Complaint management system.
- Addition of a Quality and Risk resource to the Quality and Risk department.

## EMP Patient Safety Plan

EMP Patient Safety Plan related activities were supported by the Quality and Risk Team. Some of the key activities completed are:

- Increase integrated collaboration between EMP and ANB. For example, work on electronic paramedic referral to EMP and palliative patients support.
- Define requirements for a new Patient Safety and Complaint management system.
- Maintain and promote an employee and patient immunization program.
- Addition of a Quality and Risk resource to the Quality and Risk department.

## EM/ANB Quality & Safety Framework

The activities outlined in the document are mostly managed by the Manager, Quality and Risk and the Quality of Care and Patient Safety Committee. This committee meets at least quarterly and reviews patient safety incidents and provide recommendation based on their findings.

The Manager, Quality and Risk reports regularly to the Senior Leadership Team on quality and safety activities monitoring and quarterly to the EM/ANB Quality and Patient Safety sub-committee of the board on patient safety incidents.

## EM/ANB Ethics Code and Framework

The EM/ANB Ethics Code and Framework is used to guide daily decision-making as well as the development of the Organization's policies, processes, and practices. During the 2022/23 fiscal year, a revision of the Framework was undertaken to be completed in 2023. A standing agenda item for each Ethics Committee meeting is a review of ethics consult summaries, for which there were a total of 2 facilitated in that timeframe.

