

BC First Nations Pathway for Quality Improvement

The BC First Nations Pathway for Quality Improvement provides a BC First Nations approach to strengthen health and healing organizations; a guiding process to identify and implement improvements towards enhancing the quality of services provided, including culturally safe care.

Hosted by the First Nations Health Authority (FNHA), the Pathway for Quality Improvement was developed by and for BC First Nations. The vision and contributions were provided by members of the Quality Improvement and Safety (QIS) Network and the First Nations Health Directors Association (FNHDA). The Pathway for Quality Improvement creates a shared understanding of the steps in a change process; it recognizes that quality improvement is everyone's responsibility. It evolves quality and quality improvement within a First Nations-led and self-determined way. The braid integrates the five principles of the First Nations Perspective on Quality throughout the process. The strands leading into the braid demonstrate the collaborative intentions and actions between clients, organizational staff and partners who are working together to create better services, better organizations and better partnerships. The Pathway for Quality Improvement is grounded in culture, traditions and the BC First Nations Perspective on Health and Wellness. Other tools, resources and methodologies can be used as needed and as they are relevant to support the intended goals and identified outcomes.

Organizations are invited to adapt and utilize the visual to reflect their own community and culture, to integrate community priorities, values and cultural ways of being, doing, learning and knowing.



"We will continuously improve for future generations. It is about being willing to share and adapt to do things better. It is how we teach our children, by doing and learning as part of the ceremony, knowing the steps, doing it right." – Elder Syexwáliya / Ann Whonnock

STEPS FOR QUALITY IMPROVEMENT	LISTEN to People	PLAN for Improvement and Measurement	IMPLEMENT the Change	REFLECT on Learning	SHARE the Way Forward
Working in a Relational Way	Establish relationships and gather the circle	Build relationships and partnerships for the process	Communicate with clients, providers and partners	Reflect on the strengths of new and existing relationships	Apply the principle of reciprocal accountability

Before you start:

Designate a person(s) responsible for the improvement initiative

With contributions from:

- People receiving services
- Partners
- Organization staff and

For the purposes of:

- Improved services
- Improved partnerships
- Improved organization

STEPS FOR QUALITY IMPROVEMENT	LISTEN to People	PLAN for Improvement and Measurement	IMPLEMENT the Change	REFLECT on Learning	SHARE the Way Forward
ACTIVITIES	<ul style="list-style-type: none"> • Gather your existing plans and priorities to know what has already been said and what is the current direction • Identify who you will listen to: <ul style="list-style-type: none"> ○ People receiving services ○ Organization's staff and leaders providing services ○ Partners • Select your questions • Determine how you will ask your questions, such as: <ul style="list-style-type: none"> ○ Community surveys ○ Focus groups ○ Engagement sessions 	<p>Prepare for your improvement:</p> <ul style="list-style-type: none"> • Identify steps for your project • Set timelines for the work • Identify who is responsible to take action • Establish agreements with partners • Identify key achievements for project progress <p>Prepare for your measurement, the collection of information to monitor and demonstrate change:</p> <ul style="list-style-type: none"> • Identify impact: <ul style="list-style-type: none"> ○ For all people served and supported ○ On cultural practices and healing ○ With health systems and partners • Select your measures/indicators 	<ul style="list-style-type: none"> • Implement your change; e.g., process, service, procedure, policy, etc. • Measure your indicators • Track successes, problems and unexpected results • Reflect mid-process • Acknowledge roadblocks and adjust to progress forward • Communicate throughout and regularly • Be adaptable and flexible! • Be responsive and resilient! 	<ul style="list-style-type: none"> • Summarize your findings and results • Gather your learnings from multiple angles and perspectives • Reflect on outcomes against the plan with considerations of any unforeseen circumstances • Measure your success in terms of progress, adjustments and adaptations • Decide! <ul style="list-style-type: none"> ○ Keep the change as implemented ○ Adapt the change based on learning ○ Let go of the change and 	<ul style="list-style-type: none"> • Share the change and results with everyone that needs to know • Report back to all involved • Share your learnings and your experience with the improvement process • Note lessons learned for future ongoing quality improvement initiatives • Acknowledge contributions from community members, staff, leaders and partners • Share your success and CELEBRATE!

	<ul style="list-style-type: none"> ○ Testimonials ○ Community needs assessment ● Analyze what you have heard and select your improvement! 	<ul style="list-style-type: none"> ● Determine how and when you will collect data/information ● Set a date to start implementation and measurement! 		consider other options	
QUESTIONS TO ASK	<ul style="list-style-type: none"> ● Who do we gather? ● How do we gather? ● What works well? And why? ● What change do we want to make? ● What do we want to celebrate after we are done? 	<ul style="list-style-type: none"> ● How do we do this change? ● What are the steps we need to take for this improvement? ● What are the measures/indicators we will use to know that we met the identified change? ● How will we know our change is an improvement (pre-post measurement)? 	<ul style="list-style-type: none"> ● What are we experiencing and observing as we implement the change? ● What are we doing with our findings and results? ● What do we need to adjust and adapt to make the change better? 	<ul style="list-style-type: none"> ● What worked well and what did not work, such as engagement, process, timelines, capacity and outcomes? ● What can we celebrate? ● What did we learn? ● What do our indicators tell us about the change? ● Are we satisfied with this improvement? If not, what can we do better? ● Did we communicate and engage with everyone we wanted to and 	<ul style="list-style-type: none"> ● How and with whom do we communicate this change? ● What do we report back on – include identified change, methodology, findings and outcomes? ● How do we support that this improvement be understood and followed by all involved?

				<p>needed to for this change?</p> <ul style="list-style-type: none"> • Did we respect throughout the process our values, our ways of being, knowing and doing? • Have we missed anything? • What is the decision about this change: keep, adapt or let go? 	
POSSIBLE OUTPUTS AND OUTCOMES	<ul style="list-style-type: none"> • Completed engagements • Summary of what we heard • Identified strengths • Priorities set • Suggestions for change • Selected improvement project 	<ul style="list-style-type: none"> • Initiative/project/work plan • Quality improvement plan • Change management plan • Indicators to measure change • Ways to collect data • Tools and resources to be used 	<ul style="list-style-type: none"> • Observations as you implement the change • Indicator data collected as per plan 	<ul style="list-style-type: none"> • Summary of results • Analysis of observations, indicators and other findings • Decision on a way forward • Acknowledging and honoring the people, process and outcome 	<ul style="list-style-type: none"> • Communication strategy for the change • New/updated policy, procedure and practice • Updated improvement process based on learnings • Celebration and acknowledgements
HONORING SUCCESSES	Gathering of people and information	Setting priorities and getting organized	Being resilient and adaptable	Acknowledging contributions	Celebrating the journey and achievements

Hosted by: