

# The Quill

Quality Improvement Learning and Leadership



Curated by the Neuro Quality Council, to highlight department projects, and communicate opportunities for improvement science learning and leadership.

## HOW DO YOU SOLVE PROBLEMS?

Healthcare providers are skilled problem-solvers, addressing immediate challenges to maintain uninterrupted patient care.

When you are faced with an issue, you swiftly resolve the concern and resume your tasks. This is **first-order problem solving**.

When you fail to address the underlying reasons, the problems will continue to happen. However, by collaborating with others to determine **why these problems occur**, and uncover the root causes behind these problems, you can use your expertise to share knowledge and solve problems together. This is **second-order problem solving**.

Leaders can work with you and the team to invest the time to develop lasting solutions to problems.

### Problem Solving in the Real World:

- **First order:** Stockpiling or borrowing supplies from another unit when there isn't enough supplies to complete a task.
- **Second order:** Working with unit managers and Contracting, Procurement & Supply Management (CPSM) to change the minimum stock levels on supply carts, so needed supplies are available.

### Horizons

Review of EEG Wait Times

Fall / Winter 2024

### Highlights

**Neurosurgery Resident QI Teaching**  
Partnership with Dept. of Surgery - Fall 2024

**Neurology Audit and Feedback**  
Program launch - Fall 2024  
Obtain Section 3 and PPIP credits

### Helping Hands

QuIET Time

(Quality Improvement Expert Time)

By Appointment: [erin.barrette@ahs.ca](mailto:erin.barrette@ahs.ca)

Ready to work with the  
Quality Council?



**Project Intake Tool**

### Journey to Quality

**GOAL: 80%**

Current progress: 2%



#### Our aim:

Build awareness and skill by teaching effective ways to contribute to quality within our department.

#### Watch this short video to know:

- When something is a problem
- How to get started addressing it

[Intro to Quality and Improvement Science:](#)  
(DCNS QI Website / YouTube:)

