

CIC 2018 CCI

December 4-6
4 - 6 décembre
OTTAWA

Supporting the Organization of Immunization Services for Children Ages 0-5 Years in Quebec

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Disclosure Statement

- I have no affiliation (financial or otherwise) with a pharmaceutical, medical device or communications organization.

Plan

- Introduction and background
- Method
 - Activities carried out
- Results
 - Support process
 - Strategies used
 - Favourable factors and challenges
- Impacts on practice - Conclusion

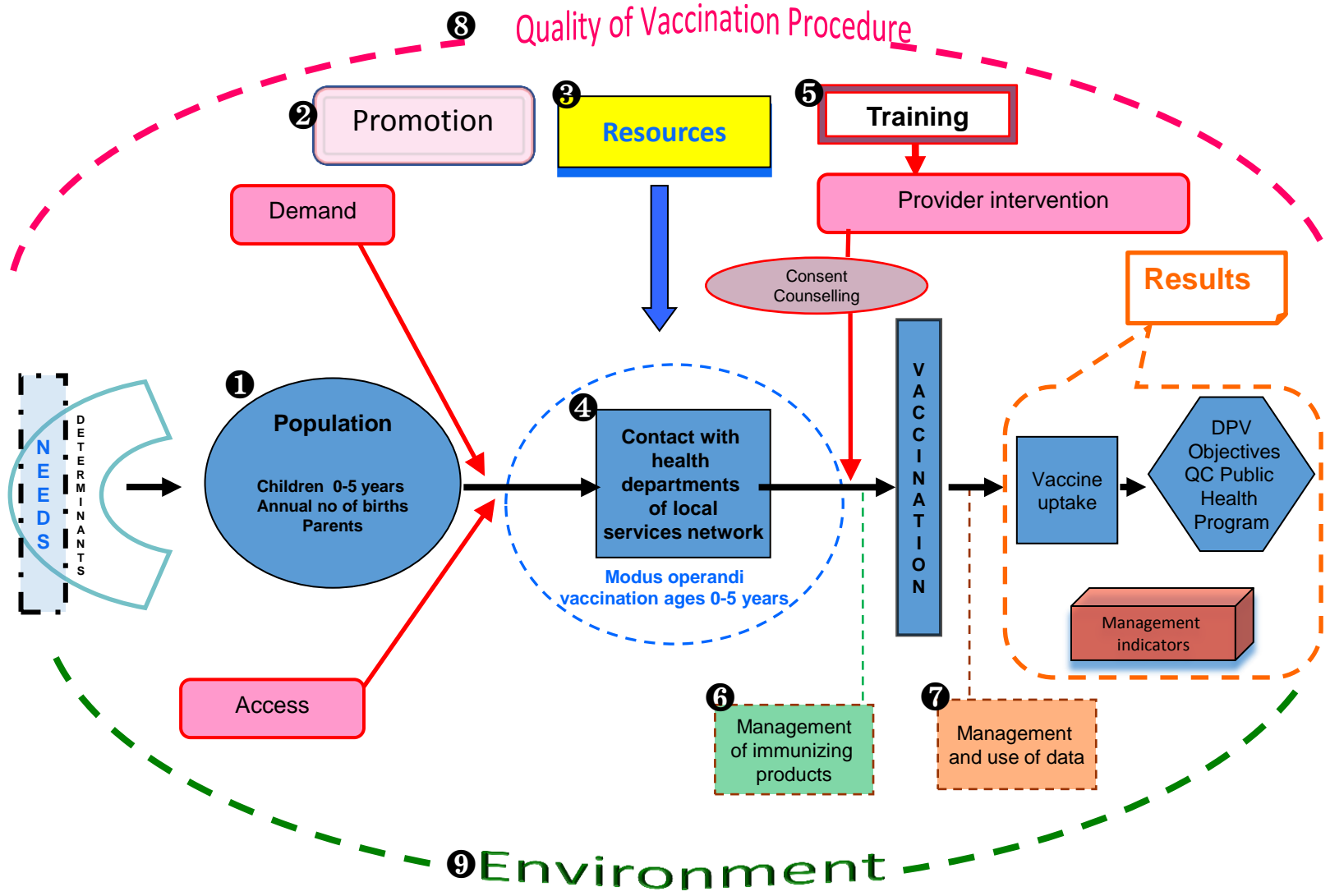


Introduction



- Action research study carried out in 2010-2015 – a multi-component intervention
- Model developed and implemented in 3/18 regions according to an implementation plan
- Model: 35 strategies – 109 actions – roles and responsibilities – common core
- Personalized *à la carte* application
- MSSS proposal: provide support to the other regions in the spirit of the OIS study, apply lessons learned and use materials and tools developed.

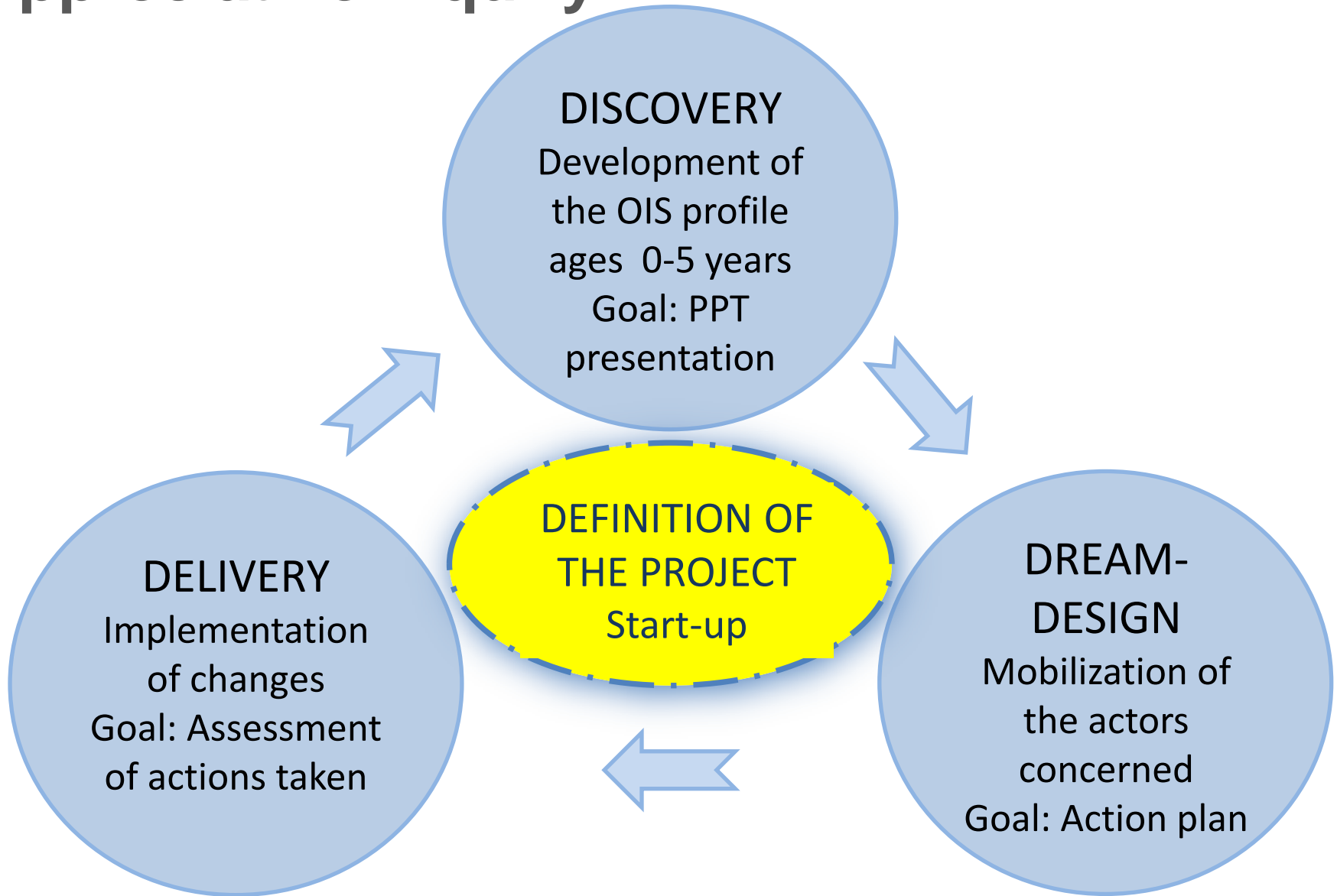
Final Model OIS Ages 0-5 Years



Support Method

- Offer of support and tools
 - Description, starter kit
- Regional committee: Public health directorate and local officials (public establishments)
 - Planning support and timetables
- Meetings
 - Start-up meeting, big-group meeting and in-person feedback meeting on Action Plan
 - Other meetings in working groups and email exchanges
- Community of practice in OIS

Appreciative Inquiry



Definition of the project

- Preparatory meeting by telephone (PubHealthDir-INSPQ)
- Formation of a project committee (PC)
- In-person start-up meeting (PC-INSPQ)
- Drafting of a **document describing the project committee** (objectives, roles and commitments, deliverables, timeline)

Discovery

- Work meetings and data collection under the PC's leadership and with the INSPQ's support
- Drafting of a summary document presenting a **picture of vaccination services (PowerPoint presentation)**
- Identification of the strengths in the current picture (Discovery) and of the first possible courses of action for improving services (start of Dream phase)

Dream-Design

- **Group meeting mobilizing the actors involved in immunization** (managers, health professionals, etc.)
- At this meeting: identification of the strengths of the establishment (Discovery), actions to be taken to improve services (Dream) and means of achieving them (start of Design phase)
- Drafting of an **Action Plan** by the PC (Design)

Delivery

- Submission of the Action Plan to the directorates concerned
- Implementation of the changes (**roll-out**)
- Identification of the tools and follow-up procedures in the Action Plan
- Sharing of knowledge and tools produced within the establishment and with the other regions (**networking**)
- **Assessment** of actions taken and process carried out

Community of Practice

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Results



- 2017-2018: 5 regions
- 2019: + 2 regions
- Support roles
 - Coaching
 - Moderating meetings
 - Transferring knowledge
 - Facilitating the process
 - Networking
- Monitoring attainment of timely vaccinations

Meetings in Supported Regions – January 2017-October 2018

	REGION A		REGION B		REGION C		REGION D		REGION E		
Type of meeting	Number of meetings										Total
	In person	By telephone	In person	By telephone	In person	By telephone	In person	By telephone	In person	By telephone	
Preparatory/ start-up meeting	1	1	1	1	1	1	1	1	1	1	10
Group meeting	--	--	1	--	1	--	2	--	3	--	7
Action Plan feedback meeting	--	--	1	1	1	1	--	--	--	--	4
Follow-up meeting	--	9	--	20	2	13	--	11	15	30	100
Assessment meeting	--	1	--	2	--	1	--	1	1	--	6
TOTAL	1	11	3	24	5	16	3	13	20	31	127

Strategies applied



- Lean Method: A3
- Specific training for administrative agents
- Accent placed on motivational interviewing during vaccination counselling
- Scheduling timely appointments
- Systematizing confirmation of appointments
- Collecting objective data on appointment absenteeism
- Giving systematic feedback on % attainment of timely vaccinations

Community of Practice

(see poster)

- Teleconferencing meetings, then webinars
- 12 regions – 28 participants
- Review of theoretical concepts and sharing of evidence-based data
- Sharing of experiences
- Exchanges
- Information watch

Favourable Factors

- A draft document clearly defining each person's roles and responsibilities
- Starter kit and tools developed
- Use of Appreciative Inquiry technique
- OIS model as reference point and atmosphere of trust
- Adaptation and flexibility, depending on constraints of individuals being supported
- Close project follow-up by coaches
- Presence and support of directors-managers

Issues and Challenges

- Dosing support according to the limitations of the individuals being coached
- Providing evidence
- Preventing misuse of the project
- Creating a stronger evaluation and measurement culture
- Measuring impacts with caution
- Supporting rigour
- Ensuring an active and autonomous CoP

Impacts on Practice – Conclusion

- Facilitates change management
- Mobilizes teams and makes them feel valued
- Obligatory collaboration generates more systematic collaboration and shared responsibility
- Instils a culture of continuous improvement
- Stronger promotion of immunization needed in the field
- Knowledge and best practices are shared province-wide (CoP)

RESEARCH TEAM AND COLLABORATORS

Research team

Maryse Guay and Paule Clément

Carole Vanier (deceased)

Sandie Briand

Lucette Cloutier

Aicha Hamid

Students



Thank
you!

Collaborators

Members of the orientation committee

Members of the steering committees from the Lanaudière, Mauricie and Centre-du-Québec, and Montérégie administrative regions

Members of the regional committees from the Bas-St-Laurent, Laurentides, Laval, Montérégie and Saguenay-Lac-St-Jean administrative regions

Members of the OIS Community of Practice

Ministère de la Santé et des Services sociaux du Québec for funding



Questions - Commentaires

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