



## BCI Webinar

# ‘A Photo Finish – Celebrating Your Success!’



June 6<sup>th</sup>, 2019



Partnering to Improve Health Care Quality  
for Mothers and Babies

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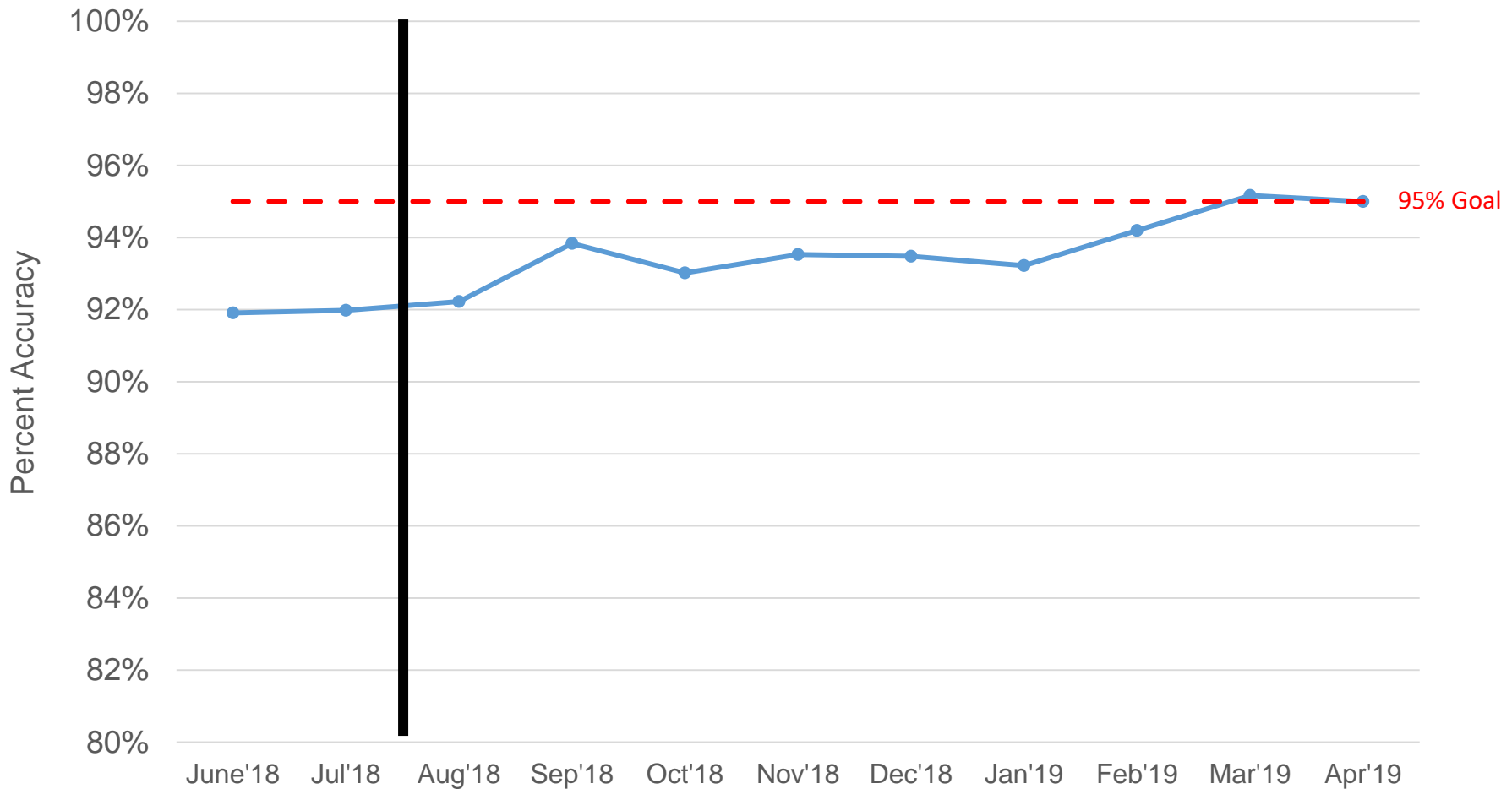
# Overview

- 👤 How Far We Have Come
- 👤 Survey Results
- 👤 Sustainability
- 👤 Adjourn

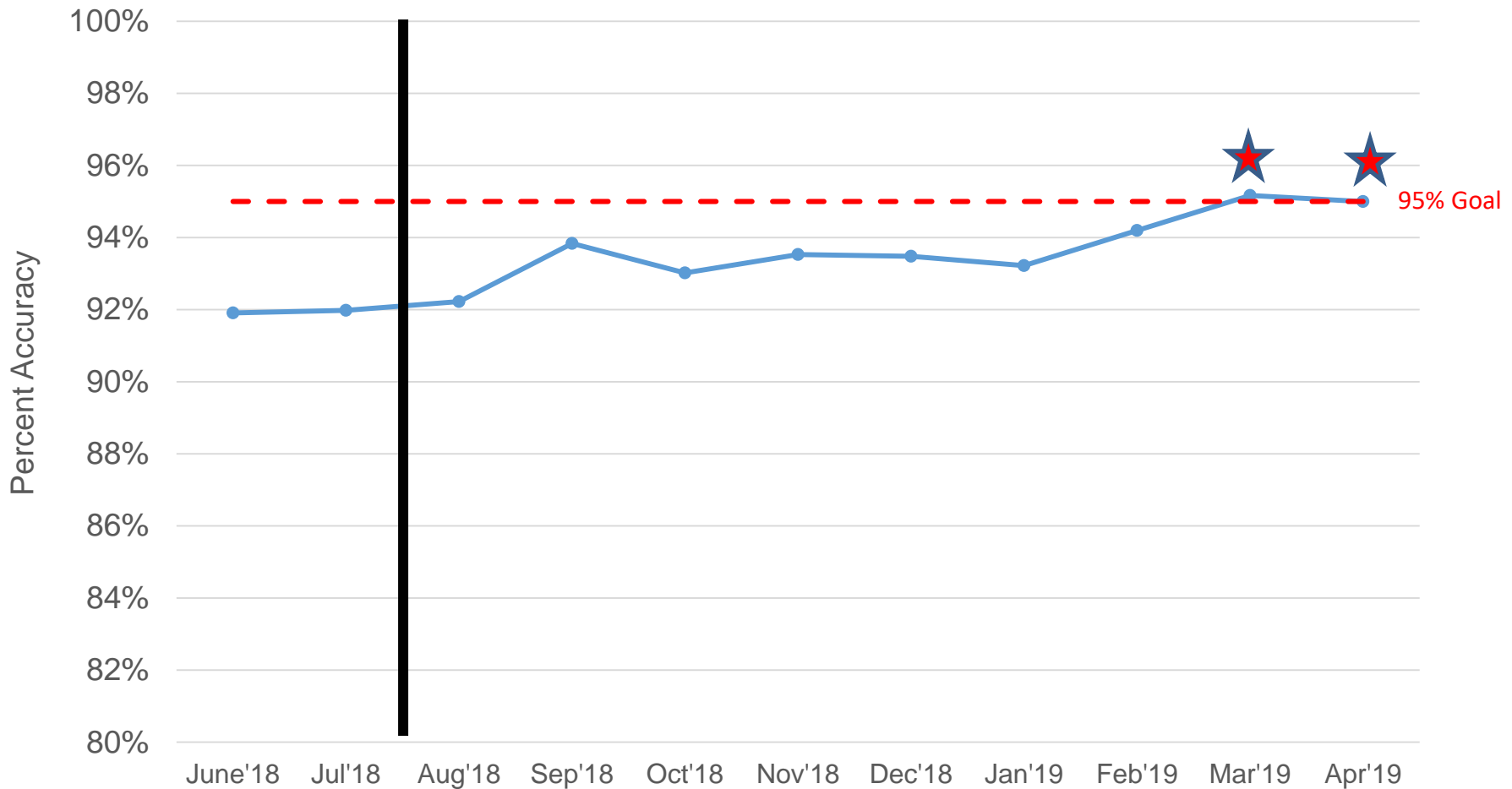
# How Far We Have Come



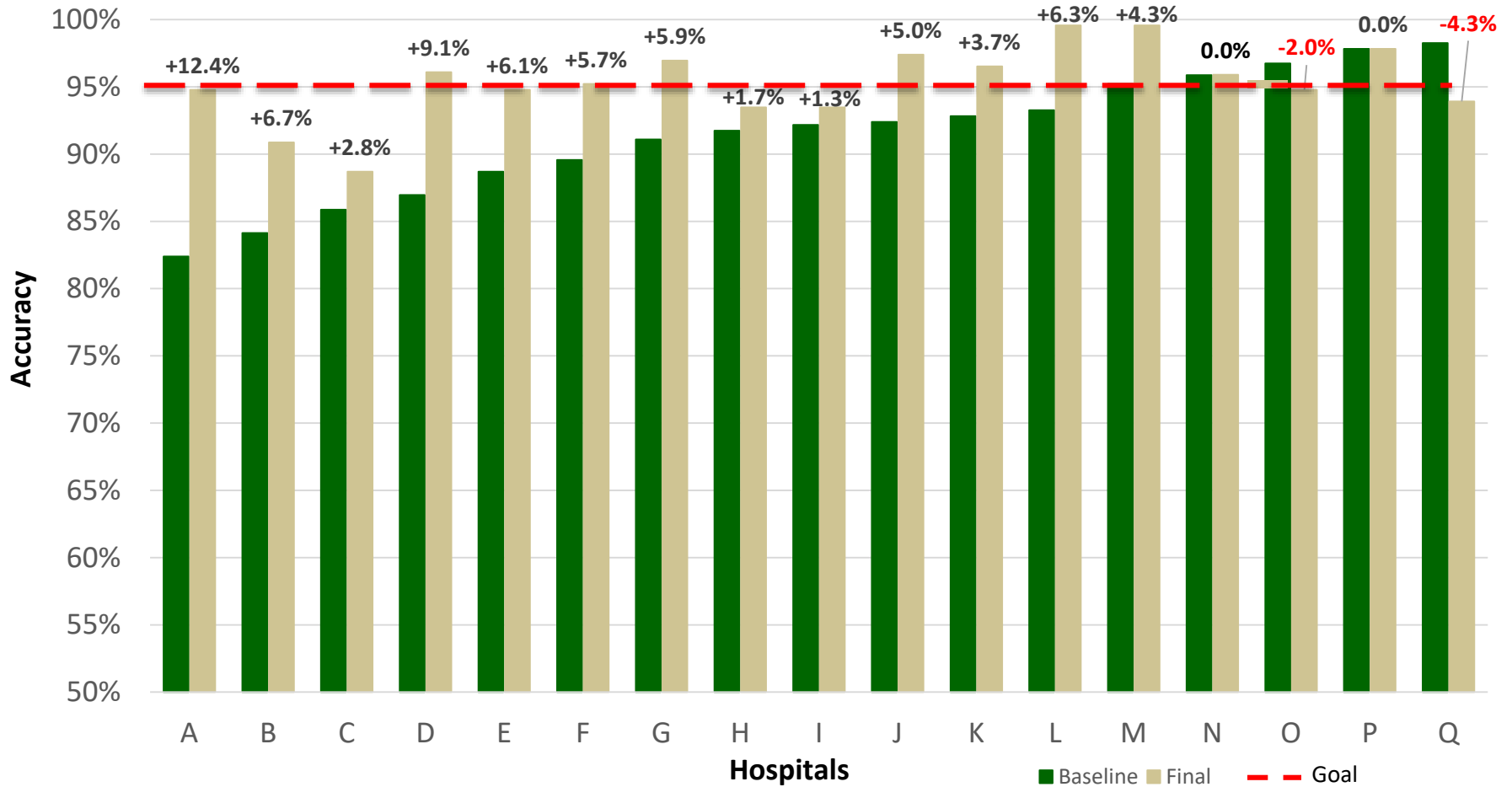
# BCI Initiative-Wide Average Accuracy of All 23 Birth Certificate Variables



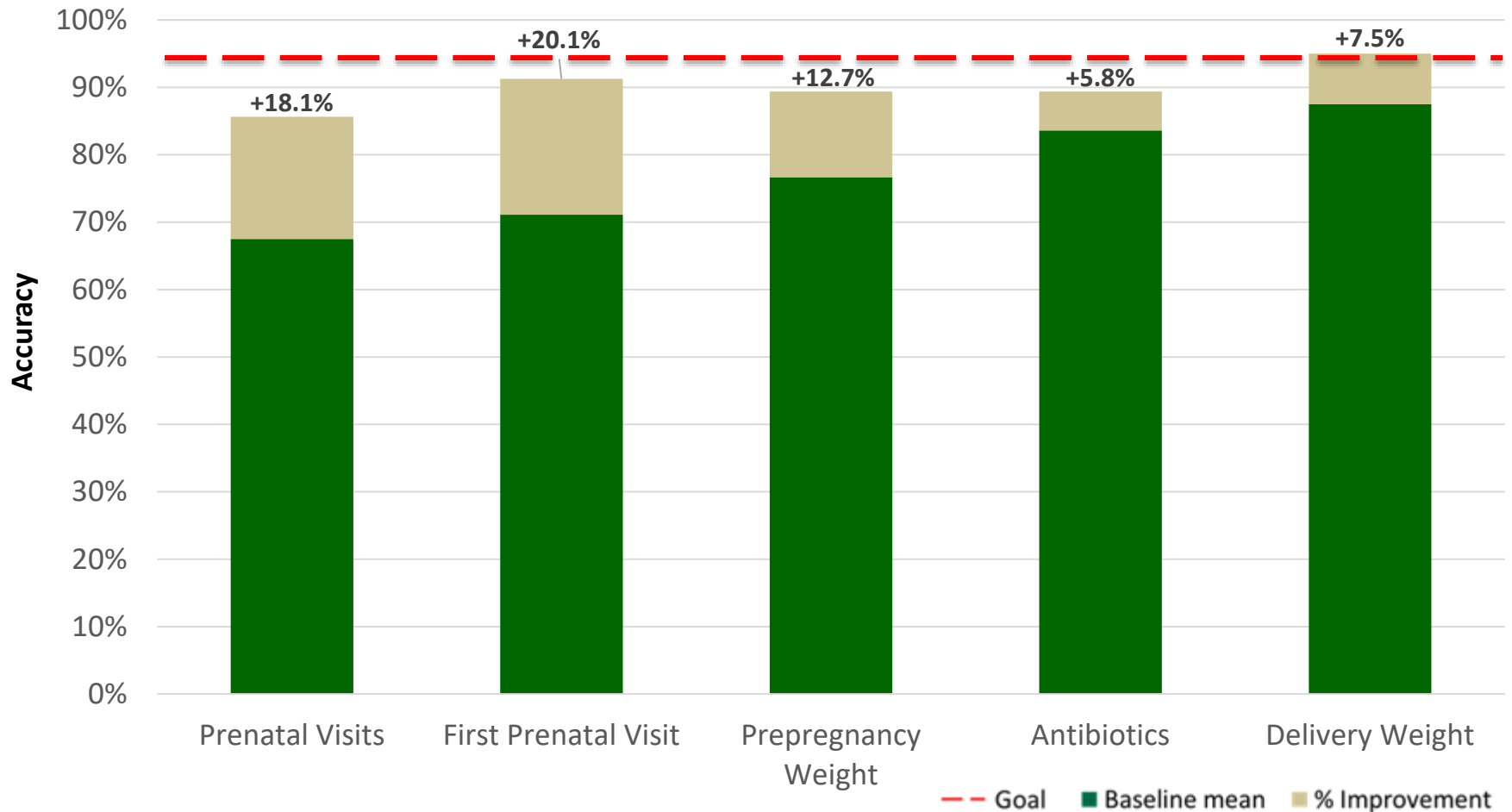
# BCI Initiative-Wide Average Accuracy of All 23 Birth Certificate Variables



# Accuracy Improvement Across ALL 17 BCI Hospitals



# Most Improved Birth Certificate Variables



# BCI Summary

- **Greatest improvements:**
  - BCI achieved 95% accuracy overall
  - Hospitals starting with  $\leq 90\%$  accuracy
  - Continuous variables
  - ↓ audit variable agreement following webinars suggest increase accuracy reporting vs agreement



# BCI Summary

- Improvements were likely a result of:
  - Changes in hospital reporting practices
  - Monthly webinars on improving reporting accuracy
  - Training on correct data sources



*Congratulations* on a successful initiative!!

**You are making a difference in the care of  
new mothers and babies!!!**

# Evaluation Survey Results



# Survey

## Who completes the BC:

- Medical record clerks - 35% of hospitals
- Other – 35%
- Maternity clerk – 24%
- Nurse – 6%

## Most hospitals have 3-4 BC clerks

# Survey

- 👶 Quality of all BCI elements was rated as **‘Excellent’** by at least 60% of participating hospitals
- 👶 BCI elements that led to **most change** in reporting practices:
  - Overall initiative
  - BCI guide and manual
  - BCI monthly reports

# Survey

- 👤 Most hospitals **agreed** that the BCI webinar presentations:
  - Were easy to attend and understand
  - Provided useful information and covered relevant topics
  - Time and duration were appropriate
- 👤 Almost all hospitals were **satisfied** with their monthly BCI reports

# Survey

- 👤 Hospitals' overall progress of their BCI quality improvement efforts in improving birth certificate reporting:
  - Most hospitals reported modest to significant improvement

# Survey

## Following the completion of the BCI:

- At least 87% of all hospitals were likely to continue their efforts in improving BC reporting accuracy



# Survey

- 👤 **Changes** hospitals made in BC reporting as a result of participating in the BCI:
  - Who completes BC
  - How birth clerks search the medical record
  - Working with IT
  - Accessibility of relevant data
  - Providing adequate education and training
  - Dissemination & clarity of variables
  - Not asking the mother

# Survey

- 👤 **Challenges** experienced in making these changes or trying to make changes:
  - IT challenges
  - Availability of records in system
  - Ensuring correct up-to-date data in system
  - Having nurses complete BC
  - Getting used to the process: "*that's how we've always done it*"

# Survey

- 👤 Most **helpful** BCI aspects for improving birth certificate reporting in your hospital:
- Monthly reports
  - BCI guide and manual
  - Identifying hospital challenges and solutions
  - Webinars and guides for training
  - Identifying problem areas

# Survey

## Future in-person BC workshops:

- Most BC registrars/clerks & supervisors likely to attend
- Half-day or full day
- Best days: Wednesdays, then Tuesdays or Thursdays

# Survey

- 👤 Birth Certificate **topics most preferred** to be covered in the training workshops:
  - Recommended process for completing the birth certificate
  - Improving the reporting accuracy of Pregnancy history variables (e.g. Prenatal Visits, Maternal Weight, etc.)
  - Steps for validating the reporting accuracy of your hospital's birth certificate

# Survey

- 👤 Other **suggestions** for regional workshops:
  - Scripting for success
  - Rewards for hospitals that show improvement
  - Discussion on creating additional tabs in eVitals
  - Q&A session
  - Interactive webinar

# Sustainability




## Evaluation one year after improvement initiatives ended showed ~33%:

- Improvement projects reverted to previous ways
- Maintained improvement but was not adopted by others in organization
- Maintained gain and there was evidence of adoption outside core change area



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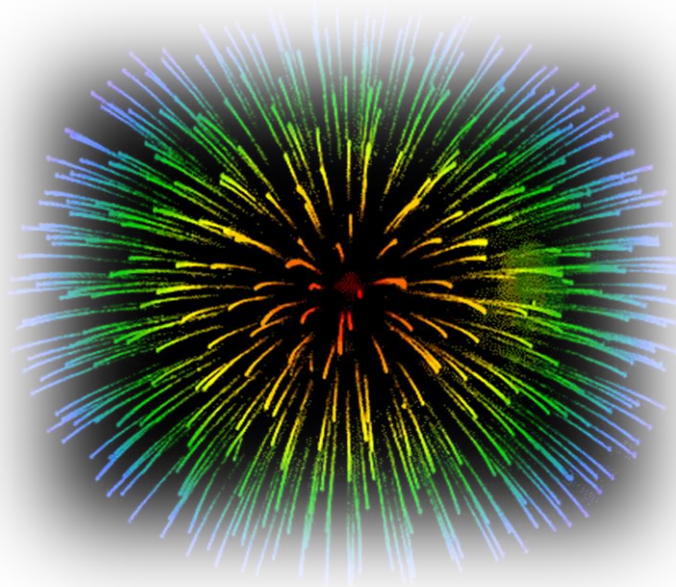
# Suggestions

- 👤 Sustain **organizational** and **system changes** that led to improvements
- 👤 Continue to **train** new staff



**Your thoughts about  
sustainability?**

# Thank you!



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