

## Experience of health care teams in engaging patients into redesigning care processes

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Recently, programs have transpired that instruct nurses not only about quality but also as to how to conduct and lead projects from beginning to implementation. One such program that educates, guides, and coaches nurses to identify a quality problem on their unit and lead improvement interventions related to the identified problem is Transforming Care at the Bedside (TCAB) (Institute of Healthcare Improvement). This conference presents the experience of healthcare workers in a university-affiliated healthcare centre in Montreal, Canada, who engaged patients in a process of redesigning care under TCAB program. This descriptive, qualitative study utilized focus groups, individual interviews, and a review of administrative documents for data collection. Participants included managers and health care providers from five units. A total of five focus groups were conducted with 28 participants one year after the beginning of TCAB, in October 2011. Six months later, in April 2012, 8 individual interviews and 9 focus groups were conducted with 68 people from 5 different care units. Content analysis was used to analyze the qualitative data. According to the participants, the TCAB strategies that were implemented have had a positive impact on practice and on the work environment. The participants said that during the 2 year period there had been a reduction in time wasted looking for things and an improvement in communication within the unit team, the physical organization of the work, and work satisfaction. Turnover and overtime showed an improvement. There was no change in absenteeism.

### Biography

Mélanie Lavoie-Tremblay is Associate Professor at the Ingram School of Nursing, McGill University. She is a FRSQ Junior 2 Career Award and McGill co-representative for the Centre FERASI (Training and Expertise in Nursing Administration Research). She is researcher at the Research Centre Fernand Seguin of Hôpital Louis-H Lafontaine, the research Institute McGill University Healthcare Centre MUHC and at the Douglas Institute Research Centre. She is nurse scientist at the MUHC. She is conducting research on retention of nurses, orientation program for new nurses, organization of care and work and nursing workforce.

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