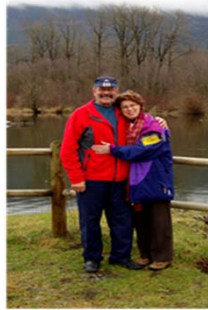


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DES MÉDECINS ET CHIRURGIENS DU CANADA



**Ildiko Polgar, MHST, BScN RN,  
Care Process Coach  
Northern Health**

Innovation & Development Commons  
Brown Bag Lunch – October 24, 2019  
Everyone Welcome!

Learning and Development Centre Room 0501  
UHNBC, Prince George  
12:15 pm – 1 pm

**idc**  
innovation and development commons

## **Untangling Complexities: Journey to Inactive Status of Casual Home Support Community Health Workers**

During an audit of the Procura database, a significant number of casual Home Support (HS) Community Health Workers (CHW's) were found to be listed as active (available for work) when in fact they had either been terminated or changed work site within Northern Health (NH). Because Procura is the application system used by Home and Community Care (HCC) to support clinical operations as well as workforce management, this problem had serious implications related to client safety and efficient scheduling management. Taking on this challenge as a Quality Improvement (QI) Green Belt Project, and utilizing QI Tools, a working group with key stakeholders sought to understand the root cause of the problem and to find solutions. The presentation will outline key facets of the project journey, background, objectives, current state, solutions and results. More importantly, the discussion will highlight the significant value found in using a QI approach to a complex issue.

Teleconference :1 877-385-4099 Passcode: 5665469#  
WebEx <https://innovationdevelopment.webex.com>  
Meeting Password: brownbag