

HealED Quality Improvement Driver Diagram



AIM	PRIMARY DRIVERS	SECONDARY DRIVERS	IDEAS
To enhance the quality of care offered to East Kootenay Youth, and their families, who are experiencing an eating disorder through the East Kootenay Pediatric Eating Disorder Program	Honor youth and caregiver choice, needs and values	Monitor and evaluate youth and caregiver experience	Develop a Patient Reported Experience Measure (PREM)
		Include youth choice while maintaining safety	 Offer an exploration appointment to those not wanting to attend clinic Incorporate youth voice using the Lilowet Circles of Safety model
	Foster client and caregiver sense of safety and security	Decrease anxiety prior to first visit	 Offer peer support (online/ local mentor) while waiting for first appointment Provide youth with an "Introduction to the Program" resource at time of referral
		Create a safe treatment environment	 Establish a standardized first visit assessment template that is attentive to safety needs Use a scale system similar to the diabetes distress scale that identifies specific fears and anxieties Separate the introductory appointment into two visits, or provide a virtual follow up, to ensure understanding Create a warm, less clinical, physical environment
	Provide ED care that is effective and specific to the youth/family needs	Promote ease of access to ED Care	Establish/refine a virtual care option
		Consider treatment models beyond family based	 Consult other programs: Looking Glass, ST Paul's, BC Children's Expand to provide meal support in schools and lengthen the school lunch hour Include counsellors already linked to the youth (school counsellor) Provide a youth day program
		Increase caregiver/ family support systems	 Offer caregiver/family support groups led by a trained professional Offer full EFFT support program to families Explore partnership with AXIS for family therapy needs Consider peer-peer family support groups using established Foundry models
BRITISH COLUMBIA doctors of bc	Optimize and sustain use of resources	Provide strategic program oversight and guidance	Establish a Steering Committee
		Clarify service provider roles and communication lines	 Define pediatrician to pediatrician communication process Define CYMH clinician to CYMH clinician communication process Establish a virtual care option that allows out-of-town service providers to link into main clinic appointments Define CYMH role in regard to caregiver/family support
		Streamline the referral process	Enhance PATHWAYS
		Support partnerships with local resources	 Explore partnership with Foundry Promote eating disorder learning opportunities for local hospital staff (nursing)
		Establish funding resources for General Practitioners	Consider sessional funding options