

# Treating the System

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## WELCOME

The weather has changed and another year is drawing to a close. 2010 has been a tremendous year for the CICC. We have been working on several new and innovative projects, including [Innovate A-Fib](#), [Patient Satisfaction](#) and the [Patient Empowerment Program \(PEP\)](#) (featured on page 2), our [faculty and membership](#) has expanded, our [publication list](#) has grown and we are currently formalizing our processes and research structure. A sincere thank you to those of you who have helped to make the CICC a success. We are happy to share our updates with you in this latest installment of our newsletter, and we look forward to what 2011 has in store. Please remember you can [contact us](#) anytime for more information or if you are interested in becoming involved with our Centre.

**[Dante Morra, MD, MBA, FRCP\(C\)](#)**

**[Howard Abrams, MD, FRCP\(C\)](#)**

**[Sherman Quan, BSc](#)**

**[Peter Rossos, MD, MBA, FRCP\(C\)](#)**

## CICC MEMBER PROFILE

>>> **[Robert Wu, MD, MSc](#)**

**Research Director, Centre for Innovation in Complex Care**

**Clinical Teaching Unit Director, Toronto General Hospital**

**Staff Physician, General Internal Medicine**

**Assistant Professor, Department of Medicine, University of Toronto**



Robert Wu

We are happy to announce that [Robert Wu](#) has accepted his position as the CICC's Research Director - welcome Robert!

[Robert Wu](#) has been an avid and vital member of the CICC. He is an Assistant Professor with the Department of Medicine at University of Toronto and general internist at the University Health Network (UHN). His training includes an undergraduate degree in Computer Engineering and a Masters of Science in Clinical Epidemiology. Past positions include Manager of Clinical Decision Support at Shared Information Management Services of UHN. He was a physician champion in the implementation of Computerized Physician Order Entry at UHN. He is currently the director of the Clinical Teaching Unit at Toronto General Hospital.

Robert's research projects revolve around the development and evaluation of information technology in improving care. Projects have included a [heart failure disease management portal](#), a web-based simulation to improve the management of patients with heart failure and the evaluation of mobile devices to improve care. In 2009, he was granted \$69 000 from the Ministry of Health (MOH) as the primary investigator of "[An evaluation of using BlackBerrys to improve clinical communication and quality of care](#)". This has led to a multisite collaboration to study and improve communication between clinicians at teaching hospitals, and Robert and the team were recently awarded a CIHR planning grant to continue the research. His published articles include: "The use of smartphones for clinical communication on internal medicine wards", "Evidence for handheld electronic medication records in improving care (systematic review)", and "Pilot Study of an Internet Patient-Physician Communication Tool for Heart Failure Disease Management."

Robert's research background in developing and evaluating clinical tools using information technology and Smartphones to streamline operations and improve patient care prove him to be an essential addition to the CICC team. We look forward to continuing to work with Rob, as we begin the exciting journey of formalizing our research structure.

# Treating the System

## CICC PROJECTS

### >>> **Patient Empowerment Program (PEP)**

Our vision at the Centre for Innovation in Complex Care is to create innovative solutions to complex healthcare problems that improve the experiences of both providers and patients. We realize the importance of understanding the patient experience, not only for the healthcare professionals providing care, but also for the patients themselves. Patients' emotional and spiritual perspectives are essential to the healing process, yet often not addressed within the healthcare system. Although strong communication is necessary for everything from patient safety to patient-centered care, patients and providers often struggle with communicating and understanding each other's perspectives, thereby potentially limiting care. Providing patients with a voice that allows them to express their journey, concerns, hopes and fears to their healthcare providers is key in delivering patient-centered care.



Robert Hawke, Patient Empowerment Program (PEP) lead, performing Norm Vs Cancer

Some patients already use novel strategies like poetry and visual art to make sense of their illnesses and to communicate with other patients and providers. The Patient Empowerment Program (PEP) aims to use novel methods to aide communication between patients, providers, and students. PEP is an exciting initiative for the CICC, as it is our first patient-led project. When Robert Hawke, an award winning actor and comedian, was diagnosed with cancer, he struggled to make sense of his illness and communicate with his healthcare providers. Turning to his natural coping mechanism – comedy - Robert co-created and starred in a play called "Norm Vs Cancer: A Terminally Funny One-Man Show". Initially, Rob performed this play outside the clinical environment. There is huge potential for new communication mediums within the clinical environment, as they could provide healthcare professionals with a unique lens into the patient experience. Robert's ability to turn adversity into a unique communication medium is featured in the November/December 2010 issue of the Registered Nurse Journal (<http://www.rnao.org/Page.asp?PageID=924&SiteNodeID=115>).



Robert Hawke performing Norm Vs Cancer

We have begun piloting the utility of this play for multiple communication and education strategies in healthcare by inviting interprofessional groups (including patients) to watch the play within the healthcare environment and immediately following, participate in a facilitated discussion about patient-centered care. Furthermore, we have been developing the play for medical school curriculum. In addition to learning about patient-centered care from a renowned thought leader in nursing, medical students also participated in an exercise to understand the personal impact of illness from the patient perspective.

Monday, May 3rd, 2010 was a memorable day for both PEP and the CICC as a whole, as both were mentioned by the Honourable Deb Matthews, Minister of Health and Long-Term Care, in the Ontario Legislature during the announcement of the Excellent Care For All Act.

The next steps for PEP are to formally evaluate the impact of the Norm Vs Cancer performance on providers' understanding and application of patient centered care principles and developed curriculum on medical students' training.

For more information about the Patient Empowerment Program or to attend a Norm Vs Cancer show, contact us ([cicc@uhn.on.ca](mailto:cicc@uhn.on.ca)).

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## CICC NEWS AND UPDATES

### >>>Howard Abrams Receives Osler Award

We would like to congratulate Howard Abrams (Executive Director of the CICC, Division Head of General Internal Medicine (GIM) at the University Health Network (UHN) and Mount Sinai Hospital, Associate Professor of Medicine at the University of Toronto) on recently being honoured by the Canadian Society of General Internal Medicine (CSIM) with a CSIM Osler Award. The Osler awards are presented annually to individuals who have displayed excellence in the field of General Internal Medicine. Howard has been a prominent educator and innovator in the field of GIM. His contributions have helped raise and draw attention to his field. He has been involved in performance improvement initiatives to provide more efficient, high quality patient care. Howard is interested in the challenge of caring for increasingly complex patients and has supported the development of the Centre for Innovation in Complex Care and the Centre for Excellence in Education and Practice.



Howard Abrams



Osler Award

### >>>The Curriculum Innovation Project

Valerie Mais, a process specialist at the CICC, recently travelled to the Institute for Healthcare Improvement's 22nd Annual National Forum (<http://www.ihl.org/IHI/Programs/ConferencesAndSeminars/22ndAnnualNationalForumonQualityImprovementinHealthCare.htm>) to present a poster on the Curriculum Innovation project. The conference took place earlier this month in Orlando, Florida, and attracted over 5000 healthcare professionals, providing hundreds of informative and engaging sessions in patient and family centeredness, quality improvement for vulnerable populations, innovation and spread, and much more.

### >>>Upcoming Events

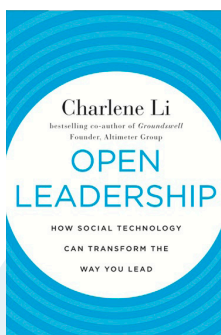
The CICC's next innovation rounds will be held Thursday, January 20, 2010 and will be presented by Murray Rochon (Jack Digital Productions Inc.). For more information, [contact us \(cicc@uhn.on.ca\)](mailto:cicc@uhn.on.ca).

The CICC will be hosting the 3rd Annual General Internal Medicine (GIM) Symposium along with the Healthcare of Ontario Pension Plan (HOOPP) and the Centre for Interprofessional Education (CIPE) on April 8, 2011 at the MaRS Centre. The title of this year's Symposium is Complex Care Forum: Enabling interprofessional teams for health system transformation. As always, the Symposium will celebrate interprofessionalism and notable advances and initiatives from members in the field of GIM. Stay tuned for information regarding the upcoming Symposium.

### >>>CICC in the Media

Howard Abrams was recently featured in the Globe and Mail article *How to save health care from the pale-green maze* (<http://www.theglobeandmail.com/news/national/how-to-save-health-care-from-the-pale-green-maze/article1806958/singlepage/#articlecontent>). In this article, Howard discusses how the healthcare system should be designed to accommodate the needs of Canada's aging population.

Dante Morra was featured in Charlene Li's latest book "Open Leadership". Charlene previously penned the popular social media book "Groundswell". In "Open Leadership", Dante describes the Team Feedback Tool and its use in the clinical environment.



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## GET INVOLVED WITH THE CICC



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### >>>Visit our website

Have you visited [www.uhn.ca/cicc](http://www.uhn.ca/cicc) lately? Our website contains news, our project list, faculty and member profiles and publications.

### >>>Follow us on Twitter!

Twitter is a great way for us to share interesting ideas, stay updated and in touch. [Follow us @CICCUHN](https://twitter.com/CICCUHN).

### >>>Join our Facebook group

We're now on Facebook! [Click here to join our group](#).

### >>>Attend our rounds

We hold **weekly** operational rounds on Tuesdays from 12-1 pm at Toronto General Hospital, and **monthly** innovation rounds where speakers present their innovative work. Interested in attending in person, by teleconference or videoconference, or observing via webstreaming? [Get in touch with us!](#)

### >>>Join our faculty

Interested in joining our faculty? [Click here to contact us for more information](#).

## COMING UP IN OUR NEXT NEWSLETTER

In our Winter newsletter, we will be featuring the CICC project, Patient Scorecards.

## CONTACT US

### **We want to hear from you.**

To learn more about the CICC, or to become a member of our faculty, please visit our website at [www.uhn.ca/cicc](http://www.uhn.ca/cicc), or email us at [cicc@uhn.on.ca](mailto:cicc@uhn.on.ca).