

The AMERQI Framework



Dr. Beth Snow,
Dr. Alec Balasescu,
Joyce Cheng,
Abdul Kadernani,
Stephanie Parent,

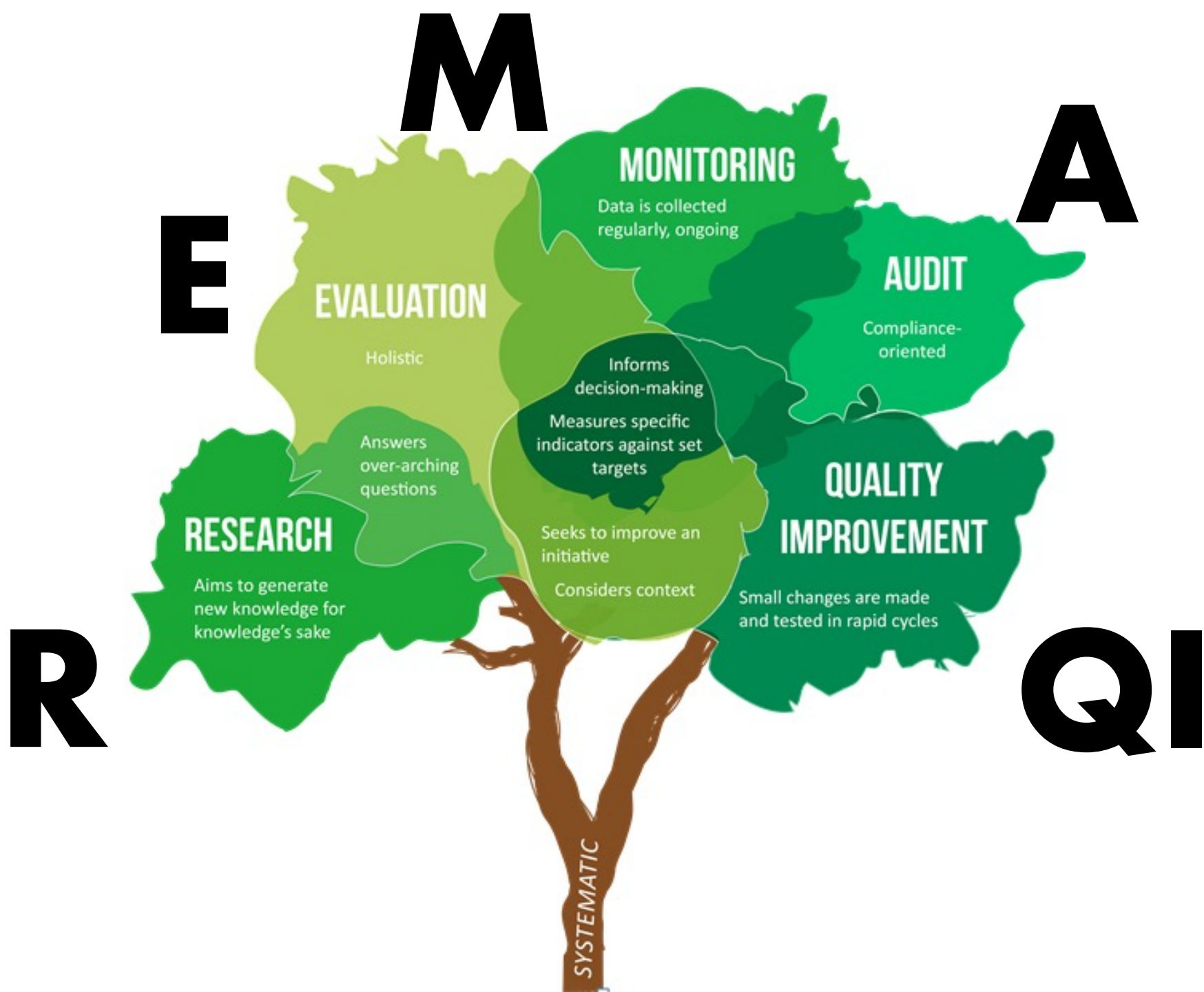


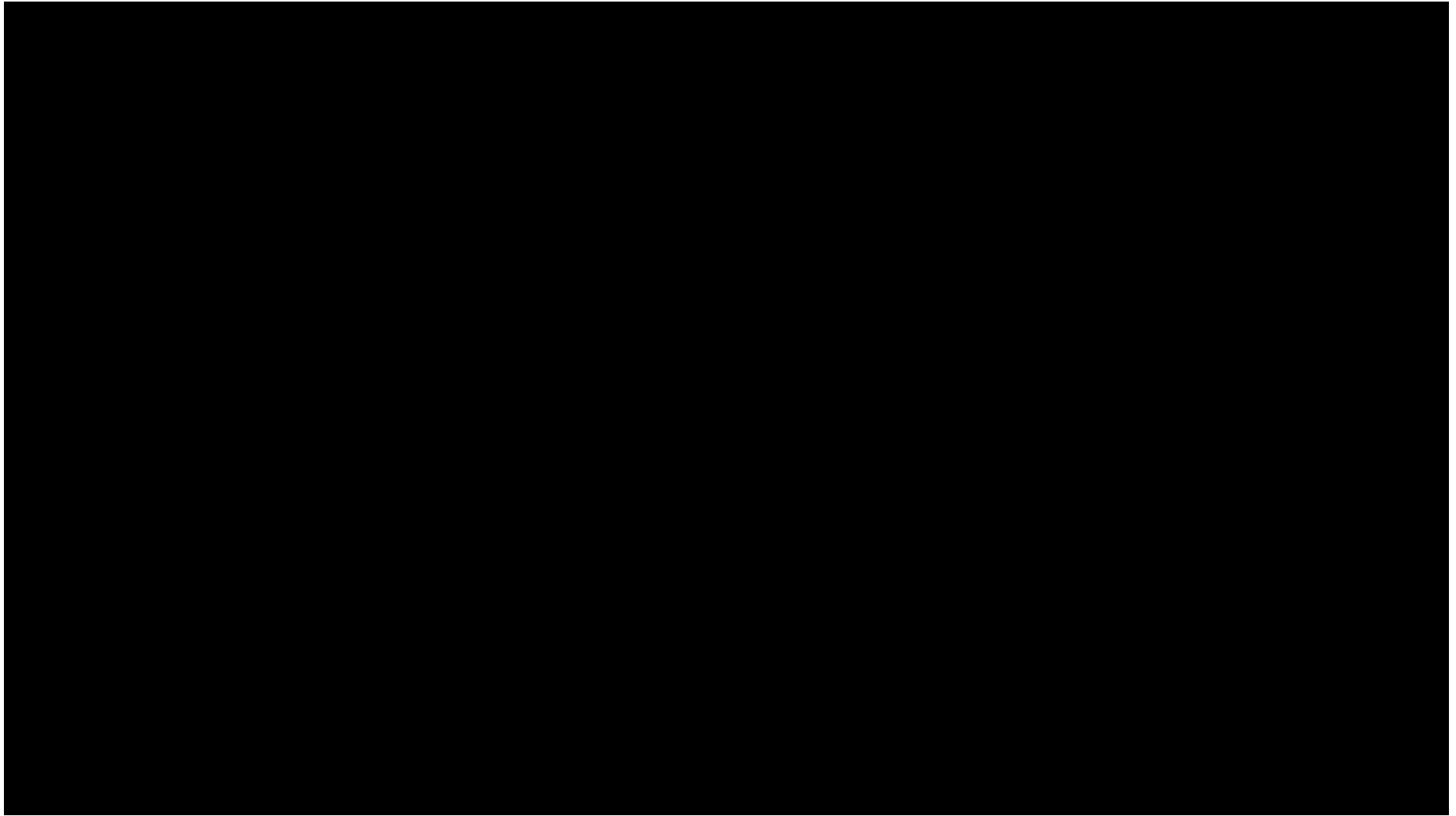
CLINICAL + SYSTEMS **TRANSFORMATION**

Our path to smarter, seamless care

A joint initiative of:







CST Evaluation & Monitoring Dashboard



Dashboard User Guide:



Click on each indicator to access relevant dashboards

Lions Gate and Squamish Hospitals

CPOE

Scanning

Scan by Unit

Multum Alerts

Discern Alerts

VO/TO Med Orders

Medication Reconciliation

Electronic Documentation

High Opportunity Providers

Duration of Antibiotic Therapy

STAT and NOW Med Orders

Whistler and Pemberton Health Centres

CPOE

Scanning

Scan by Unit

Multum Alerts

Discern Alerts

VO/TO Med Orders

STAT and NOW Med Orders



Medication Administration



Monitoring – Requests Trigger

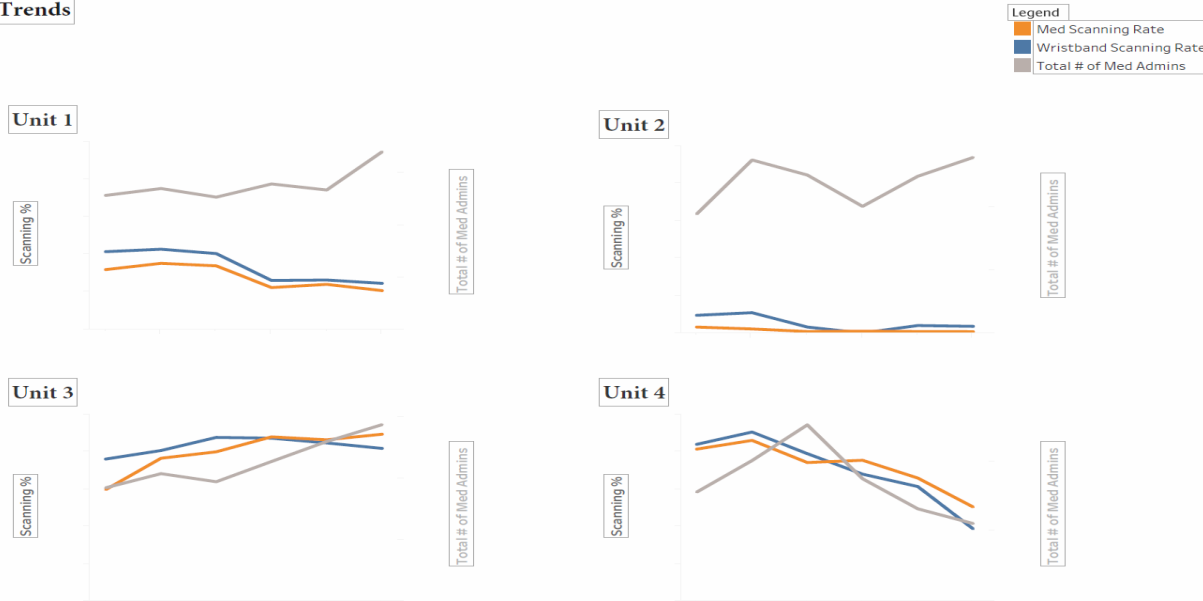
Categories of requests start coming :

- **Monitoring data**
- **“I am curious”**
- **QI questions**



A Scanning Matter

Scanning Trends



- **Requests:** to “slice and dice” the data
- **Observed:** variation of scanning rates
- **Decision:** further investigate using qualitative methods



Unit Observations - QI



Worked collaboratively with QI to develop methods of observation



Few Possible Actions/ Recommendations

“The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.” — Albert Einstein



Use of AMERQI Framework



- **Identify what space we were working in at any given time**
- **Keep main evaluative question in perspective**
- **Gather rich data for evaluation**

AMERQI Framework as a Tool



- **Explain to clients what evaluation is in relation to other approaches**
- **Collaborate with other users of other approaches to make the most use of each approach within organization**



Questions for the Audience



- **Does this framework resonate with your experience?**
- **Are we missing any approaches?**