



**Early Brain
and Biological
Development and
Addiction, UME**

Podcast Series:

INTRODUCTION

- 1 The Neuro-Developmental Pathway Origins of Addiction

CORE CONCEPTS OF EARLY CHILD DEVELOPMENT

- 2 Brain Architecture and Development
- 3 Early Experiences and Gene Expression
- 4 Building Cognitive Emotional and Social Capacities
- 5 Positive, Tolerable and Toxic Stress
- 6 Brain Plasticity and Behavioural Change
- 7 Intervention and Treatment in Children's Mental Health

ADDICTION

- 8 Different Kinds of Addiction
- 9 Prevention, Intervention and Treatment of Addiction
- 10 Early Trauma in Addiction
- 11 Chronic Disease Management Model of Addiction Treatment: A Healthcare System Response
- 12 Quality Improvement Strategies and Evaluation for Addiction Treatment Programs
- 13 **Process Improvements in Healthcare Programs to Support Addiction Treatment**

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on AFMC.ca



PODCAST 13: Process Improvement in Healthcare Programs to Support Addiction Treatment

STUDY GUIDE | Run time 22:05, Released September 2012

Podcast 13, *Process Improvement in Healthcare Programs to Support Addiction Treatment*, identifies the five principles of business process improvement and how these principles can be adopted to enhance addiction treatment programs. The podcast series has been designed to offer a quick introduction to the subject of early brain and biological development and its connection to addiction. Each podcast links specific medical learning objectives with emerging research. Several podcasts also follow the story of Dr. Ray Baker, a physician who has struggled with addiction, to help illustrate the key concepts addressed.

The Association of Faculties of Medicine of Canada (AFMC) created the podcast series based on lectures from the Alberta Family Wellness Initiative, a knowledge mobilization initiative designed to translate scientific research into policy and practice. The lectures have been repurposed, with permission, for undergraduate medical education. Supplementary resources, including virtual patients and a Primer on the Neurobiology of Addiction, are also available on www.afmc.ca.

Learning Objectives:

Once you have listened to this podcast, you should be able to:

- Describe the five principles of process improvement and their link to healthcare programs
- Understand that business process improvement involves principles that can be adopted to enhance addiction treatment programs
- Identify the four key elements needed to improve addiction treatment processes
- Understand that if planned and executed properly, process change can be rapid, adaptive and efficient

Featured Subject Matter Experts:

This podcast features excerpts from the following lectures:

- [Business Process Improvement](#)
Dr. David Gustafson, Director of the Center for Health Enhancement Systems Studies, University of Wisconsin-Madison

Listeners are encouraged to learn more about the subject matter through their interactions with patients, research and by checking out the AFWI lecture series available at www.albertafamilywellness.org.

ADDICTION, treatment, Business Process Improvement, PROCESSES, outcomes, Care, ACCESS, Retention, client, EMPLOYEE, Patient, CHANGE LEADER, Organization



Key Learning Points:

- Business process improvement involves principles that can be applied to enhance addiction treatment programs
- The five principles of process improvement are: link change to leadership agenda, pick a respected and experienced change leader, embrace ideas from outside the organization, participate in the patient experience and employ rapid-cycle testing
- The four key elements needed to improve addiction treatment processes are: reduce the delay from first contact to treatment, reduce no-shows, increase admissions and increase continuity rates
- If planned and executed properly, process change can be rapid, adaptive and efficient

Reflective Questions:

1. In your role as a medical student or practising physician, how would you integrate and apply what you have just learned about the principles of business process improvement?
2. How could you participate in the patient experience in your program or practice?
3. What steps could you take to implement the four elements for improving business processes in your program or practice?

Acknowledgements

DEVELOPED BY:

The Association of Faculties of Medicine of Canada

PRODUCED BY:

Hugh Kellam, PhD Candidate, Instructional Designer, University of Ottawa

Colla MacDonald, PhD, Project Manager & Education Expert, University of Ottawa

SPONSORED BY:

The Norlien Foundation

ADVISORY COMMITTEE:

Niloofer Baria, MD, CCFP, Addiction Medicine Program Committee, College of Family Physicians of Canada

Nancy Brager, MD, FRCPC, Associate Professor, University of Calgary

Peter Butt, MD, CCFP, FCFP, Addiction Medicine Program Committee, College of Family Physicians of Canada

Gary Hnatko, MD, FRCPC, FCPA, Professor, University of Alberta

Lucie Rochefort, MD, MSc., CCMF, FCMF, Addiction Medicine Program Committee, College of Family Physicians of Canada

Nicole Sherren, PhD, Scientific Director & Program Officer, Norlien Foundation

Pamela Weatherbee, Medical Student, University of Calgary

Jonathan White, MD, PhD, FRCSC, MSc, Assistant Professor, University of Alberta

Preparing for your exams...

Medical Council of Canada (MCC) Objectives for the Qualifying Examination (excerpt):

78-4 ADMINISTRATION OF EFFECTIVE HEALTH PROGRAMS AT THE POPULATION LEVEL:

POPULATION HEALTH Rationale: Knowing the organization of the health care and public health systems in Canada as well as how to determine the most cost-effective interventions are becoming key elements of clinical practice. Physicians also must work well in multidisciplinary teams within the current system in order to achieve the maximum health benefit for all patients and residents.

Enabling objectives: Define the concepts of efficacy, effectiveness, efficiency, coverage and compliance and discuss their relationship to the overall effectiveness of a population health program. Be able to recognize the need to adjust programs in order to meet the needs of special populations such as new immigrants or persons at increased risk. Participate effectively in and with health organizations, ranging from individual clinical practices to provincial organizations, exerting a positive influence on clinical practice and policy-making. (Source: [MCC Objectives for the Qualifying Examination: 78-4 Administration of Effective Health Programs at the Population Level: Population Health](#))

Other relevant objectives:

[103 ADDICTIONS/SUBSTANCE ABUSE](#)

CanMEDS-FMU Undergraduate Competencies from a Family Medicine Perspective

(excerpt):

3. THE FAMILY MEDICINE COLLABORATOR

3.1. The learner will experience working in a collaborative team-based model as well as consult other health care professionals in the care and the continuity of care of their patients.

(Source: *CanMEDS-FMU Undergraduate Competencies from a Family Medicine Perspective: 3. The Family Medicine Collaborator*)