Leadership Themes for Clinical Areas:

- Clinical leadership:
  - Setting team goals and aligning with your organization's strategic direction
  - Resources and supports to achieve the goals and objectives
  - Developing internal and external partnerships

- Competency:
  - Supporting engaged, high-functioning teams
  - Practicing to full scope of practice
  - Orientation and continuing education
  - Competency and performance management

- Impact on outcomes:
  - Fostering a culture of safety
  - Learning from safety events and "good catches"
  - Learning from patient complaints and other forms of feedback
  - Measuring for improvement
  - Engaging teams in quality improvement initiatives

- Decision Support:
  - Accessing and sharing clinical research and best practice information
  - Participating in research
  - Maintaining accurate, up to date guidelines and best practice documents
  - Implementing practice changes into daily practice
  - Fostering a culture of evidence-based decision making
  - Having access to the clinical systems and technology to enable evidence-based best practice

Episode of Care themes - following the SCI patient's journey:

- Accessing services:
  - What happens at admission or intake
  - Referral sources and partner programs
  - How patients are prioritized; admission criteria
  - Removing barriers to access
  - Informing and engaging patients and families about services and expectations

- Assessment process:
  - Assessing and documenting physical and psychosocial health that addresses the whole person
- Best-practice assessment areas and validated tools in SCI care (i.e. pressure ulcers, pain, autonomic assessment, VTE prophylaxis, secondary complications...)
- How the assessment is shared with the interdisciplinary care team, including patient and family
- Triggering the right referrals to support patient and family
  - Care plan:
    - How the assessment is used to develop a documented interdisciplinary care plan and/or care goals
    - Patient and family engagement in setting goals, actively participating in care
    - Addressing identified risk areas with evidence-based care and interventions
    - Delivering care and documenting according to the care plan
    - Coordinating care as an interdisciplinary team and with other services and providers
    - How goals are monitored and adjusted over time in partnership with patient and family
  - Effective care transitions:
    - Preparing and engaging patients and families in planning for transitions and next steps in care
    - Educating and empowering patients and families about self-management
    - Transferring information effectively to next care settings/providers
    - How we know our transitions are successful

**Patient and family-centred care themes:**
- Respecting patient and family preferences
- Sharing information and education to support active participation
- Partnership and participation in care and decision making
- Collaboration opportunities for patients/public to provide input into your program and/or organization's direction

**Ethics themes for clinical areas:**
- Ethical Frameworks, Codes of Conducts or other documents that set expectations in your organization
- Supports and resources for clinical ethics decision making
- Building capacity in clinical staff to apply ethics decision making
- Most commonly occurring ethics issues in your patient population

**Patient Flow themes:**
- Anticipating where your bottlenecks are
- Managing variability of flow (i.e. smoothing where possible, planning for surges...)
- Reducing wait times and prioritizing admissions
- Improving flow by working with partners in the community

**Medication Safety themes for clinical areas:**
- Interdisciplinary teamwork for medication safety
- Storing medications safely and securely
- Effective communication of medication information
- Process for administering medications
• Learning from medication safety events and good catches

**Infection Control themes for clinical areas:**

• Staff awareness of infection control initiatives
  ○ Tracking infection rates
  ○ Hand hygiene education and auditing

• Processes for identifying, managing and containing infections
  ○ Having access to policies, procedures and protocols for preventing and managing infections
  ○ Education and training for care team, patients, families

• Preventing contamination of the physical environment