



ASK. LISTEN. TALK.



Canadian  
Patient  
Safety  
Institute

Institut  
canadien  
pour la sécurité  
des patients

ANNUAL REVIEW 2011

*Safe care... accepting no less*

# BOARD MESSAGE



**Maura Davies, Board Chair**  
Canadian Patient Safety Institute

The commitment to enhance patient safety has grown tremendously in recent years; however we still have work to do. The Canadian Patient Safety Institute will continue to take a leadership role, working with others, to provide safe healthcare for all Canadians.

The Board has endorsed an updated strategic direction for the Canadian Patient Safety Institute, to position the organization as an advocate, catalyst, integrator, broker and promoter of patient safety. The Canadian Patient Safety Institute is well-positioned to embrace these roles and is adapting a new way of doing business, focusing on partnerships to successfully integrate, implement and sustain patient safety and quality efforts. We are pleased with the new direction for the Canadian Patient Safety Institute and believe that the strategy going forward is solid and sustainable.

I would like to acknowledge the significant contributions of Donna Allen, Martin McMahon, John Millar and Wendy Nicklin, who left the Board within the past year. Their insight helped to build a strong foundation for the Canadian Patient Safety Institute. I am pleased to welcome our newest Board members: Heather Davidson, Catherine Gaulton and Sherri Wright. Their leadership and expertise will be an asset in achieving our strategic direction.

Even with a sound strategy, a critical factor for success is having the right people doing the right things. On behalf of the Board, I would like to thank Hugh MacLeod, the staff of the Canadian Patient Safety Institute, and all healthcare professionals for their unwavering commitment to patient safety and quality improvement.

# CEO MESSAGE



**Hugh MacLeod, CEO**  
Canadian Patient Safety Institute

On behalf of the Canadian Patient Safety Institute team and thousands of dedicated individuals across the country who are helping to shape patient safety and get improvement results, we are pleased to present our 2011 Annual Review.

A key theme running through this year's report is **ASK.LISTEN.TALK**. Healthcare delivery in Canada gives rise to a dynamic set of patient safety priorities, policies and opportunities. We know there is only so much capacity to embrace new initiatives. With a vibrant mix of partners involved in the delivery of healthcare, the Canadian Patient Safety Institute focuses on unique opportunities to contribute to and work with organizations dedicated to safe care.

Moving forward, the Canadian healthcare landscape is changing, and our challenge is to position the Canadian Patient Safety Institute to make the biggest possible impact with limited resources.

Creative partnerships and strategic investments are essential to maximize our impact. The Canadian Patient Safety Institute is committed to working with you, our stakeholders and partners, to realize our vision of *safe healthcare for all Canadians*. We look forward to seizing every opportunity to work with you to catalyze change and improve safety and quality practices, experiences and outcomes.

I would like to thank the Canadian Patient Safety Institute Board for their support and the staff for their dedication and hard work to take broad concepts and build successful tools, programs and initiatives in which we can all take pride. We invite you to learn more about our initiatives and strategies in this Annual Review.

**"EVERY PATIENT EXPERIENCE SHOULD BE SAFE"**

Canadian Patient Safety Institute Strategic Plan



# ... AND CREATE

**WITH YOU, WE ARE CREATING A SAFER HEALTHCARE SYSTEM.**

The Canadian Patient Safety Institute (CPSI) is a not-for-profit organization that exists to raise awareness and facilitate implementation of ideas and best practices to achieve a transformation in patient safety. Funded by Health Canada, the Canadian Patient Safety Institute reflects the desire to close the gap between the healthcare we have and the healthcare we deserve.

# ... AND LEARN

## Governance

The Effective **Governance for Quality and Patient Safety** program, developed by the Canadian Patient Safety Institute and the Canadian Health Services Research Foundation (CHSRF), provides Boards with the necessary foundation to provide effective oversight related to quality and patient safety. Through educational sessions and a toolkit, healthcare leaders are provided with a structured approach to governance in a positive and meaningful manner.

Framed around the *Seven Drivers of Effective Governance for Quality and Patient Safety*, the educational sessions have been well received by Board members and CEOs participating in the program; sessions were held in Saskatchewan, Manitoba and Ontario this year. In 2011/12, the program will be expanded to the Atlantic Provinces, Quebec and Alberta. The Effective Governance for Quality and Patient Safety Toolkit is a valuable resource that is available for purchase from the Canadian Patient Safety Institute at [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca).



## The Patient Safety Education Program (PSEP-Canada)



The Patient Safety Education Program™  
CANADA

The Canadian Patient Safety Institute has formed an exciting partnership with Northwestern University, Chicago, USA to adapt a patient safety curriculum for practicing frontline healthcare professionals in Canada. The Patient Safety Education Program (PSEP) is built on a train-the-trainer team model which provides a peer-to-peer framework to guide patient safety education for all healthcare professionals.

The modules within the PSEP-Canada program are continuously being tailored for the Canadian context and integrate current approaches adopted by the Canadian Patient Safety Institute and other leading organizations.

Over 60 healthcare professionals from varied healthcare organizations across Canada obtained certification as PSEP-Canada trainers in 2010. Through the PSEP-Canada Communities of Practice, these Certified Patient Safety trainers will have ongoing access to updated curriculum materials, video vignettes, WebEx learning events as well as a virtual forum to continue the conversations. Four additional conference sessions will be offered in 2011.

The Canadian Patient Safety Institute and the Royal College of Physicians and Surgeons of Canada (RCPSC) recently embarked on an exciting journey to realize a common goal, leveraging the existing PSEP-Canada curriculum. A customized train-the-trainer program focusing on post-graduate medical educators in specialty and family medicine is being created. The trainers will deliver to other physicians in specialty medicine and family practice in addition to medical students and residents at their local institutions. The project will progressively evolve over the course of the next two years and conclude with the piloting of the PSEP-Canada for Physicians train-the-trainer during the fall and winter 2012/13.

**"THE SYSTEM'S PRIORITIES ARE OUR PRIORITIES"**

Canadian Patient Safety Institute Strategic Plan



## Safety Competencies

Created by the Canadian Patient Safety Institute, in collaboration with the RCPSC, the *Safety Competencies* is a framework that defines core competencies required by all frontline Canadian healthcare providers to provide safe care. Support and informal endorsement are widespread, with several organizations incorporating the *Safety Competencies* into entry-to-practice examinations, national standards of practice and educational outcomes. The *Safety Competencies* are based on six core domains:

1. Contribute to a culture of patient safety
2. Work in teams for patient safety
3. Communicate effectively for patient safety
4. Manage safety risks
5. Optimize human and environmental factors
6. Recognize, respond to and disclose patient safety incidents

This year, the Canadian Patient Safety Institute is focusing on the integration of the *Safety Competencies* into undergraduate curricula in healthcare professional training programs. A curriculum mapping tool and process is being developed to identify existing patient safety content in curricula, link the latter to the domains of the *Safety Competencies*, identify gaps in safety content, and highlight areas for faculty development.

## Simulation

Patient-centered simulation can lead to patient safety improvements by enhancing the educational experience of healthcare professionals. The Canadian Patient Safety Institute is working with key simulation experts to assist in the development of a network to advance simulation in Canada. The Canadian Network for Simulation in Healthcare (CNSH) is developing to advance healthcare simulation in Canada and will serve as a key partner in creating specific simulation products that can support the patient safety agenda. The Canadian Patient Safety Institute, *Safer Healthcare Now!* and the CNSH have identified several program areas that can be enhanced through the use of simulation, and further work will be completed this year to assess projects that are the best fit for program improvement.

## Medication Safety

Medication safety continues to be a high priority for the Canadian Patient Safety Institute, with an aim to implement medication reconciliation (MedRec) across all transitions, in all sectors of the healthcare system.

A Medication Reconciliation Summit was hosted by the Canadian Patient Safety Institute, the Institute for Safe Medication Practices Canada (ISMP-Canada) and Canada Health Infoway in February 2011, with 70 healthcare leaders in attendance. Through the course of the summit, CEOs, senior leaders, representatives from national associations, provincial quality councils, physicians, nurses and pharmacists worked together to identify themes that would accelerate and optimize MedRec across the continuum of care, including:

- A. Inter-Professional Engagement
- B. Leadership Accountability
- C. Public – Consumer and Caregiver Engagement
- D. Culture and Human Systems
- E. Education
- F. Information Systems and Technology
- G. Engaging with Physicians
- H. Tools and Resources

For each of these key themes, proposed recommendations to advance the national agenda were created. The final report is available on our website: [www.saferhealthcarenow.ca](http://www.saferhealthcarenow.ca)

## Canadian Patient Safety Officer Course

The Canadian Patient Safety Institute partnered with the Canadian Healthcare Association (CHA) to deliver a restructured Canadian Patient Safety Officer Course, in April 2011. Learning from patient safety experts and health system leaders, participants increased their skills and knowledge, and developed practical strategies and solutions for patient safety challenges. Plans are underway to deliver the Canadian Patient Safety Officer Course in 2012. Contact the CHA at [www.cha.ca](http://www.cha.ca) to register.

**“WHEN OUR PARTNERS SUCCEED, WE SUCCEED”**

Canadian Patient Safety Institute Strategic Plan

# ... AND SHARE

## Improving Care Search Centre



The Canadian Patient Safety Institute launched the **Improving Care**

**Search Centre** in May 2011. This *Google-like* search centre is changing the way patient safety and quality improvement information is shared, searched and gathered, by bringing it all together in one place. This innovative tool allows the user to personalize what information they will receive, including topics such as falls prevention, medication safety, hand hygiene, surgical safety and more. Visit [www.improvingcaresearchcentre.com](http://www.improvingcaresearchcentre.com)

## IMPROVING CARE ALLIANCE

The Improving Care Search Centre is championed through the efforts of the **Improving Care Alliance** – a group of healthcare organizations

from around the world that believe in patient safety because it is the right thing to do. They promote knowledge transfer and information sharing as a pillar of patient safety and quality improvement. The Improving Care Alliance members are providing the Improving Care Search Centre users with the ability to search their websites and access the most comprehensive patient safety and quality information available.

## Global Patient Safety Alerts



The Canadian Patient Safety Institute launched **Global Patient Safety Alerts** in February 2011, to support organizations in their efforts to recognize, respond to and reduce harm. **Global Patient Safety Alerts** is a publicly available,

web-based platform that enables sharing, by contributing organizations, of local experiences and lessons learned from around the world to reduce the likelihood of patient safety incidents. This cutting edge tool is now housed within the **Improving Care Search Centre** and contains indexed summaries and links to patient safety advisories, alerts and actions to reduce risks to patients world-wide.

**Global Patient Safety Alerts** provides a forum for users to share their experiences, connect with experts in the field, and form a network where others can learn from the experience of those implementing solutions and strategies. These new networks are focused on understanding a robust and growing collection of case studies and the tool is supporting the community to recognize emerging patterns and issues. Tools to support organizations are also available

on the website, with links to Canadian Patient Safety Institute supported documents such as the **Canadian Root Cause Analysis Framework** and the **Canadian Disclosure Guidelines**.

## Patient Safety Crosswalk

**Patient Safety Crosswalk** is designed for information sharing. Launched in October 2010, Crosswalk is continually updated with patient safety news, events, projects, research and more from healthcare organizations across Canada! Visit [www.patientsafetycrosswalk.ca](http://www.patientsafetycrosswalk.ca) to quickly access patient safety information.

## Reporting, Learning, Sharing

When patients are harmed in healthcare, they want to know what happened, to hear the words “I’m sorry,” and to be reassured steps are being taken to prevent similar incidents in the future. The Canadian Patient Safety Institute, with our partners, is providing support and guidance for healthcare providers in these difficult circumstances through the **Canadian Disclosure Guidelines** and **Canadian Root Cause Analysis Framework**. The documents are currently being enhanced and the Canadian Patient Safety Institute is seeking feedback and suggestions from healthcare organizations across the country to ensure the content aligns with provider and organizational needs and priorities.

The **Canadian Disclosure Guidelines** symbolize a commitment to the patients’ right to be informed if they are involved in a patient safety incident by promoting a clear and consistent approach to disclosure, emphasizing the importance of teamwork, and supporting learning from patient safety incidents. The Canadian Patient Safety Institute has also produced a resource for healthcare organizations on **Guidelines to Informing the Media after a Patient Safety Incident**. Copies can be downloaded from [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)

The **Canadian Root Cause Analysis (RCA) Framework** is a quality improvement tool that helps individuals and organizations determine the contributing factors that led to an incident. It also provides strategies for developing effective recommendations and implementing actions for systems improvement. The revised document will provide guidance on varying levels of analysis (e.g., comprehensive, concise) as well as aggregate analysis to better support healthcare providers and organizations to understand and improve their systems when patient safety incidents occur.

# ... AND INSPIRE

## Patients for Patient Safety Canada



Patients for Patient Safety Canada (PFPS) is a patient and family program funded and coordinated by the Canadian Patient Safety Institute. PFPS champions the voice of

patients and family members who have been harmed by care but who now have a deep desire to work with the system to advance safe healthcare.

This Canadian Patient Safety Institute program provides a collective, credible voice that reflects the diverse perspectives of patients across Canada; advocates for the inclusion of the patients' perspective in healthcare agendas; and collaborates with patients, healthcare providers, health organizations and other agencies to accelerate efforts to improve patient safety. To learn more or become a member of PFPS, visit [www.patientsforpatientsafety.ca](http://www.patientsforpatientsafety.ca)

## Focused Research

The Canadian Patient Safety Institute supports projects aimed at expanding the scope and scale of patient safety research and building capacity for high quality patient safety research in Canada. In many cases, the research is co-funded, in partnership with national/provincial research funding. Since 2005, the Canadian Patient Safety Institute has initiated several open research competitions and funded over 70 research projects, dozens of studentships, numerous fellowships and a Research Chair. To support our new strategic direction, the Canadian Patient Safety Institute research program will target patient safety initiatives that will lead to significant health system improvements across the continuum of care through the transformation of evidence into action.

Two major research projects are currently underway:

### Safety at Home: A Canadian Home Care Safety Study

The Canadian Patient Safety Institute and its partners invested more than \$1.2 million for research that will help protect the safety of the over 900,000 Canadians who receive healthcare services in their homes every year. The 21-member research team, led by Dr. Diane Doran, University of Toronto, and Dr. Régis Blais, Université de Montréal, will spend the next two years looking at the prevalence, magnitude and risk of patient/client safety incidents in home care settings across Canada. The team includes clinicians, researchers, and policy and decision makers that

have expertise in patient safety and home care services. Funding was provided by the Canadian Patient Safety Institute; Canadian Institutes of Health Research; Institutes of Health Services and Policy Research (Institutes of Aging, of Musculoskeletal Health and Arthritis, and of Circulatory and Respiratory Health); The Change Foundation; and the CHSRF. The final report will be released in January 2013 with the aim of informing policy, practice and behaviour in the home care service setting to improve client safety.

### Economics of Patient Safety

In an effort to understand the financial repercussions of patient safety incidents, the Canadian Patient Safety Institute is supporting research to explore the "economic implications" associated with patient safety. Dr. Edward Etchells, Associate Director of the University of Toronto Centre for Patient Safety, and Co-Principal Investigator Dr. Nicole Mittmann of Sunnybrook Health Sciences Centre, will lead this important research. The research is being supported through unrestricted grants from 3M Health Care and Baxter Corporation. The economic value of programs that enhance the use of best practices and reduce unsafe practices will also be examined in the final report, *The Economic Burden of Patient Safety*, to be completed by June 2011.

For more information on the research competitions and commissioned research, visit the website [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)

## Canadian Patient Safety Week



Don't just think it, say it.

"Don't just think it, say it" was the message delivered during Canadian Patient Safety Week, November 1 to 5, 2010, asking patients and families to speak up if they think something is not right. To highlight the importance of communication in ensuring

safe care, thousands of patients, healthcare providers and organizations from across Canada hosted events and activities to promote patient safety.

Good healthcare starts with good communication. Canadian Patient Safety Week encourages healthcare professionals, patients and their families to ask questions, listen to the answers and discuss concerns. This annual event will be held from October 31 to November 4, 2011. Register at [www.asklistentalk.ca](http://www.asklistentalk.ca)

# ... AND IMPROVE

## Safer Healthcare Now!

safer healthcare  
**now!**

*Safer Healthcare Now!* (SHN) the flagship program of the Canadian Patient Safety Institute, continues to grow with teams from many Canadian healthcare organizations participating in one or more interventions to reduce avoidable harm. Interventions address medication safety, healthcare associated infections, falls and injuries from falls, surgical care, venous thromboembolism, acute myocardial infarction, central line-associated infection, ventilator-associated pneumonia, and delirium.

The continued growth and success of *Safer Healthcare Now!* can be attributed to the strong relationships and partnerships between *Safer Healthcare Now!* regional staff, individual funders, stakeholders, participating organizations, teams and the support of the Canadian Patient Safety Institute. *Safer Healthcare Now!* continues to build formal structures and programs, such as the Communities of Practice, Mentorship Program, Collaboratives, National Calls, Faculty meetings, and formal learning sessions and events to support the ever changing needs of their customers. Through teaching and coaching the science of improvement and change management and supporting the process of measuring for improvement, *Safer Healthcare Now!* teams and organizations are learning, sharing and successfully implementing the *Safer Healthcare Now!* interventions and reducing preventable harm. For more information, visit [www.saferhealthcarenow.ca](http://www.saferhealthcarenow.ca)

### Patient Safety Metrics

A new web measurement and data reporting system, Patient Safety Metrics, was developed and introduced this year to respond to what teams and organizations were telling us. Patient Safety Metrics streamlines data submission, enhances reporting capabilities and increases access to data for all organizations enrolled in *Safer Healthcare Now!* Over time, this new system will be a key enabler in advancing patient safety and quality in Canada.

### National Call Webinars

*Safer Healthcare Now!* hosts national patient safety webinars on topics that are specific to the *Safer Healthcare Now!* interventions, or general strategies for quality improvement and measurement. These calls are ideal for connecting with peers and experts, sharing information and inspirational success stories, building our collective and individual knowledge, and strengthening our commitment to patient safety.

## Infection Control

Stopsuperbugs.com is a monthly online magazine and community that is user-generated to stop the spread of healthcare associated infections and support the *Safer Healthcare Now!* New Approach to Controlling Superbugs intervention. Supported by *Safer Healthcare Now!* and the Canadian Patient Safety Institute, the website provides resources, links and timely information on controlling superbugs. It's a fun and interactive way to network and learn from your peers.

## Safe Surgical Care

Safe Surgery Saves Lives Workshops, *Safe Surgical Care – Accepting No Less!* – provided engaging speakers, thought-provoking plenary sessions, and a surgical safety expo to promote networking and discussion amongst participants. Over 300 participants attended sessions in Winnipeg and Montreal. The Canadian Patient Safety Institute continues to promote the use of a surgical checklist and advance networking and learning through the Safe Surgery Saves Lives *Checklist Action Series* virtual learning program. Visit [www.safesurgerysaveslives.ca](http://www.safesurgerysaveslives.ca) to learn more.

## Promoting Optimal Hand Hygiene



The Canadian Patient Safety Institute continues to partner with Accreditation Canada and the Community and Hospital Infection Control Association-Canada (CHICA-Canada) to promote **STOP! Clean Your Hands Day**, held in May each year. This national event coincides with a global initiative of the World Health Organization, “Save Lives: Clean Your Hands.”

The Canadian Patient Safety Institute and Discovery Campus created an online education module to help healthcare workers and volunteers improve hand hygiene; to date, more than 14,000 individuals completed the module.

An online Hand Hygiene Self-Assessment developed by the World Healthcare Organization was adapted by the Canadian Patient Safety Institute for Canadian healthcare settings. This tool helps organizations reflect on existing resources and achievements and focus on future plans and challenges by identifying key issues requiring attention and improvement. To access valuable tools to promote optimal hand hygiene, visit [www.handhygiene.ca](http://www.handhygiene.ca)



“OUR SUCCESSES ARE GREATEST WHERE  
OUR PARTNERS MAKE CARE SAFER”

Canadian Patient Safety Institute Strategic Plan

FOR THE PATIENT...  
FOR THE RESIDENT...  
FOR THE CLIENT...

Improved Safety & Quality Practices, Experiences, Outcomes.

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