

# SAFE CARE... ACCEPTING NO LESS



ASKLISTENTALK



WE ARE A SMALL  
ORGANIZATION WITH  
BIG ASPIRATIONS.  
WHEN OUR PARTNERS  
SUCCEED, WE SUCCEED.  
THE SYSTEM'S PRIORITIES  
ARE OUR PRIORITIES.  
OUR DRIVERS ARE  
KNOWLEDGE, EVIDENCE,  
AND ANALYSIS.  
EVERY PATIENT EXPERIENCE  
SHOULD BE SAFE.  
PREVENTING HARM IS  
WORTH THE EFFORT.

# WHO WE ARE, WHY WE EXIST

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 the Health Canada, CPSI reflects the desire to close the gap between the healthcare we have and the healthcare we deserve.

## OUR VISION

Safe healthcare for all Canadians.

## OUR MISSION

To inspire extraordinary improvement in patient safety and quality.

## OUR OPERATIONAL CORE VALUES AND PRINCIPLES

Products that are **evidence-informed**; excellent **stewardship** of resources; clear and open **communication**; **measurement** of results; **celebration** of others' successes; nurturing successful **partnerships**; a **passion** for what we do.

## OUR MAIN ROLES

**ADVOCATE** – We will create new conversations through papers and commissioned research.

**CATALYST** – We will operate like a venture capital organization by generating, introducing and promoting new ideas, products and tools.

**INTEGRATOR** – We will co-invest and align policy, systems and patients' needs through measurement, asking, listening and talking.

**BROKER** – We will create system leverage potential through formal and informal organizational alliances.

**PROMOTER** – We will make patient safety and quality information a must read and must see moment through celebration and knowledge transfer.

## SERVING THE PUBLIC BY SERVING THE SYSTEM

Our efforts are designed for **patients, residents** and **clients**, who we serve by working with governments, health organizations, leaders, and healthcare providers to inspire, learn, apply and improve.

## OUR RELATIONSHIPS ARE THE CORE

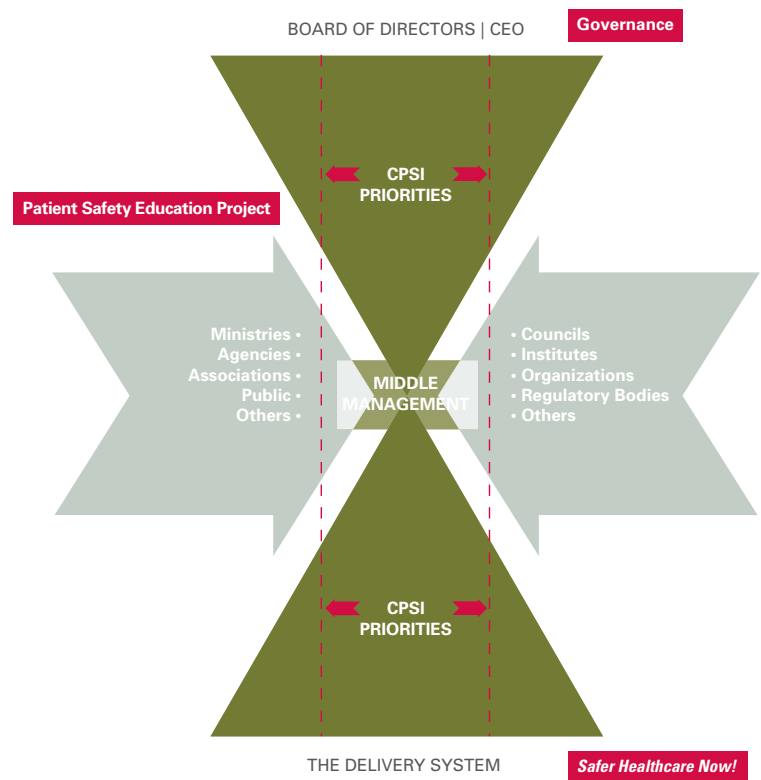
Healthcare delivery in Canada gives rise to a dynamic set of patient safety priorities, policies, and opportunities. There is only so much capacity to embrace new initiatives. With a vibrant mix of partners involved in the delivery of healthcare, CPSI focuses on unique opportunities to contribute to and work with organizations such as provincial and territorial health quality councils with complementary mandates. We will seize every opportunity to leverage our limited resources – co-investment is more powerful than single-source funding. We will align our priorities with provincial, territorial and national policy and operational direction. We aim to be a responsive, agile and selective organization driven by whatever it takes to help our partners make healthcare safer.

## OUR STRATEGIC PRIORITIES

- Improve the safety of patient care in Canada through learning, sharing and implementing interventions that are known to reduce avoidable harm;
- Build governance capability;
- Support networks;
- Increase capacity through evidence-informed resources and tools.

CPSI will customize patient safety and quality products and services for the frontline, middle managers, senior leaders, and boards.

***Safer Healthcare Now!***, our flagship program, will invest in frontline providers and the delivery system. ***Effective Governance for Quality and Patient Safety*** and the ***Patient Safety Education Project – Canada*** will support the healthcare system at all levels and across the continuum. To successfully integrate, implement and sustain patient safety and quality efforts, CPSI will contribute through evidence-informed tools and products, focused research, knowledge transfer and celebration of patient safety and quality successes.



## DEFINING SUCCESS – WHAT THE FUTURE LOOKS LIKE

In the desired state, health organizations will:

- Embrace prevention of all avoidable harm to patients as a core objective.
- Support all healthcare providers to make safety a top priority in their work.
- Nurture and support a commitment to improvement at all levels of the organization.
- Achieve long periods of incident-free care without becoming complacent or overconfident.
- Adopt leading methods to measure, monitor and report on performance.

## MAKING THE TRANSITION

Changes in the environment and our partners' strategic directions demand an evolved CPSI with a new way of doing business. Working with our partners, we will continually reassess our initiatives in order to streamline our efforts to minimize clutter and fragmentation while maximizing impact.

## CPSI'S SUCCESS AND SUSTAINABILITY

We will be measured by improvements in patient safety with reporting of overall incident rates. We will be measured by the growth of the patient safety culture across the healthcare spectrum. We will be measured by the demand for CPSI and *Safer Healthcare Now!* tools and resources and by tracking who is paying attention to the patient safety movement.

The following are some of our key indicators:

- Coordinated and integrated product lines
- Stable and adequate resources and finances
- Collaborative environment where CPSI staff experience reward in their work
- Supported success of our partners in patient safety
- Leadership attention to frontline ownership of patient safety
- Vibrant and robust sharing and networking of patient safety knowledge
- Positive influence on policy development



# OUR VISION SAFE HEALTHCARE FOR ALL CANADIANS

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