

Message from Hugh MacLeod, CEO

ASK. LISTEN. TALK.

In our strategic plan we say, “safe care . . . accepting no less,” and “when our partners succeed, we succeed.” I want to personally thank you for the work we do together year in and year out to bring safer care to Canadians.

We are surrounded by insurmountable opportunity in healthcare, and our collective vision, dedication, and strategies to promote the patient safety agenda have been extraordinary. It's always important to take a time-out to mark the progress that's been made – to reflect on where we've come from and imagine what lies ahead.

Pan-Canadian perspective

Late last year, the Canadian Institute for Health Information (CIHI) released a report on Hospital Standardized Mortality Ratios (HSMR) for 2010/11. The CIHI report demonstrates that in 2010/11, HSMRs decreased significantly for more than 10 per cent of acute care hospitals compared to the previous year, and that since 2004/05, there has been a significant decrease in more than 53 per cent of Canadian hospitals. This is exciting news for everyone and serves as proof of what we're able to accomplish by working together to improve the safety and quality of healthcare. [Click here](#) to check out the full report.

Patient safety efforts across Canada received more good news recently when Accreditation Canada released its 2011 Report on Required Organizational Practices (ROP). Not only are ROPs one of the ways Accreditation Canada fosters safe, high quality care and ongoing quality improvement, many of them are closely tied to the improvement work *Safer Healthcare Now!* teams are doing across Canada.

According to Accreditation Canada's report, the ROPs with the highest national compliance rates were related to infection prevention and control, risk of suicide, medication safety and communication at transfer points – all of which are areas where CPSI has developed products and services. [Click here](#) to see the full report.

As an organization, CPSI is proud to be a part of the patient safety and quality improvement effort and will continue to ASK. LISTEN. TALK. to ensure we're continuing to provide products and services that will allow healthcare organizations to continue achieving excellence.

Provincial perspective

Through its Accelerating Excellence initiative, the province of Saskatchewan is continuing to demonstrate its commitment to creating a high-performing healthcare system.

A major component of this initiative, and one that has caught our attention, is Releasing Time to Care – a unique program developed by the NHS Institute for Innovation and Improvement in the U.K. that is being tested in Saskatchewan.

Releasing Time to Care is a patient centred approach to improving quality of care in acute nursing units by freeing up caregivers' time for more direct patient care. The program has taken off in Saskatchewan with more than 70 sites participating. They are also the first jurisdiction in the world to test Releasing Time to Care in a long-term care setting.

[Click here](#) for the latest quarterly report on Releasing Time to Care in Saskatchewan for a closer look at how this program is improving the quality of care across the province.

Delivery system perspective

Southlake Regional Health Centre in Newmarket, Ontario has transformed its organizational hand hygiene rates by empowering frontline healthcare workers. Less than a year ago, hospital audits revealed rates hovering around 60 per cent compliance. Today, the hospital is achieving audit results above 90 per cent compliance, with a number of departments having reached 100 per cent.

Elements of Southlake's hand hygiene strategy include: establishing courageous stretch targets, relentless communication, identifying and certifying “champions” to conduct regular audits across the organization, involving vice presidents and other senior leaders in ‘walking the talk,’ including compliance as a focal point in daily quality rounds, developing and posting visual cues that remind healthcare providers, patients and visitors to clean their hands, and instituting some “healthy competition” among departments. Southlake deserves to be commended for their commitment to hand hygiene excellence.

I want to hear from you!

In this bulletin as well as those in the months to come, we will place a spotlight on improved patient safety practices, experiences and outcomes from a pan-Canadian, provincial/territorial and delivery system perspective.

Please share with me the work that is happening in your community that is making a difference in patient care by improving practices, experiences and outcomes. I invite you to contact me personally by email at hughmacleod@cpsi-icsp.ca.

Safe care ... accepting no less,

