

Message from Hugh MacLeod, CEO

ASK. LISTEN. TALK is alive in the Canadian healthcare system. We will not only adjust with different people, we will adjust with the same people when we converse about different topics. Real patient safety change happens when we lean in and take the time to “listen.”

As a busy 2011 comes to a close I want to acknowledge and thank:

- Health professionals of the Canadian healthcare system for elevating patient safety awareness and action;
- Our member organizations for their ongoing support and counsel;
- Patients for Patient Safety Canada for their courage to share their personal stories and lessons for all;
- Our formal and informal collaborators and partners who provide us with their time to develop, refine and promote our patient safety products and services;
- The dedicated and hard-working staff at CPSI.

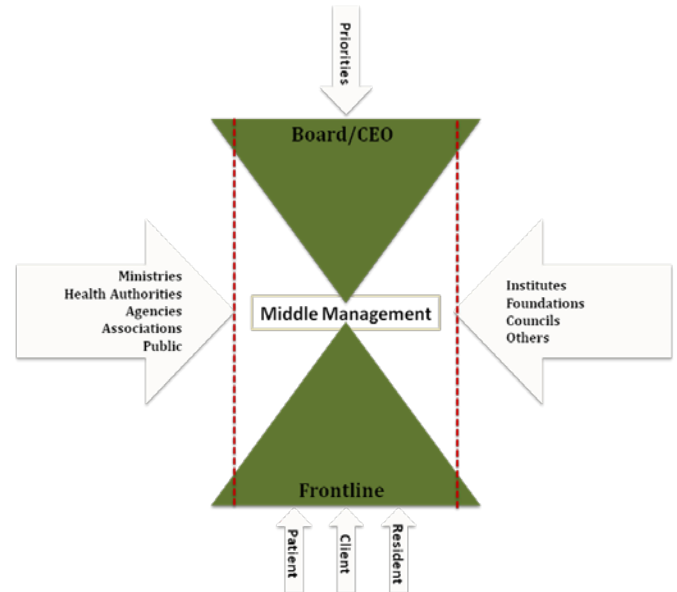
We are a small organization with big aspirations

Together we are making a difference! I truly believe the foundational work we have created with our system partners takes us to a place of patient safety transformation and renewal. I am so confident because, over the past 20 months, I have had the privilege of witnessing the depth of talent, knowledge, wisdom and dedication that exists throughout the system at the Board, Executive, managerial and front-line levels.

In the Oxford dictionary, it says that “commitment” is about being a doer of something and being involved in something. I believe that commitment is much more than that. At CPSI, our commitment is the result of taking a stand for what we believe in, and sharing our resolve with others through partnerships to act on those beliefs.

What I know for certain is that people throughout the healthcare system are capable of brilliance. I know that the answers to the patient safety questions we need to ask are in the hearts and minds of everyone we work with. The answers to patient safety challenges will come alive by our focus in three areas – our front-line healthcare providers, our managers and our Executive Leaders and Boards.

Early in 2011, we published our new Strategic Plan. The centre piece of our plan is a visual titled “The Squeeze”.



This diagram depicts the bottlenecks that exist for middle managers and the stressors placed on them. It also sets the table for our integrated top-down-bottom up and side-to-side strategy to open up a pathway of conversation and relationship building. This powerful diagram has become a visual representation of what we've achieved in 2011, and aspire to achieve in 2012 and beyond.

Click here to take a look at how CPSI's programs fit into the squeeze diagram – I am confident you will not only see your contributions, but how the contributions of the entire healthcare system are resulting in improved safety and quality practices, experiences and outcomes.

When you succeed, we succeed

Over the past year, it has been a privilege to work with and witness the depth of dedicated people across Canada who have truly embraced patient safety. I firmly believe that the reason why the patient safety transformation journey we are on together will make a difference is because what we have done together to date, and what will be done over the next year, is going to be based on ideas and insights that come from the healthcare system itself.

In closing, I want to say THANK YOU! You are making a difference and you should be proud of your contributions.

Safe care ... accepting no less,



Our Strategic Priorities

Early in 2011, we published our new Strategic Plan. The centre piece of our plan is a visual titled “The Squeeze”.

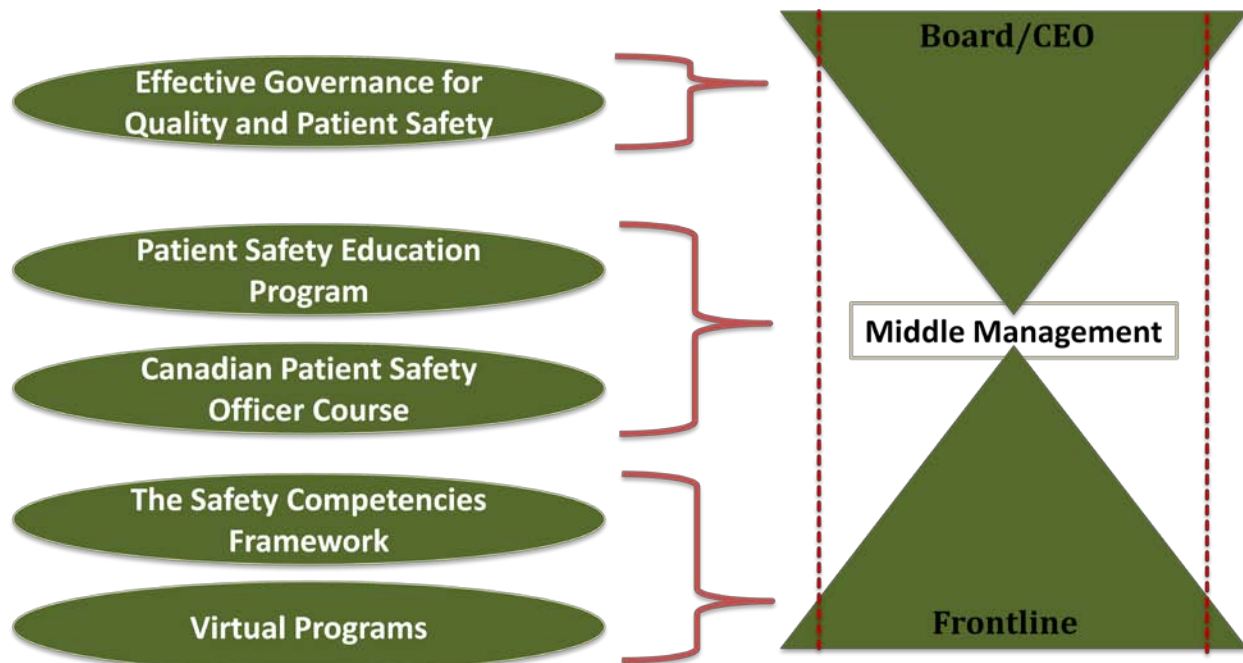
This diagram depicts the bottlenecks that exist for middle managers and the stressors placed on them. It also sets the table for our integrated top-down-bottom up and side-to-side strategy to open up a pathway of conversation and relationship building.

This powerful diagram has become a visual representation of what we’ve achieved in 2011 and aspire to achieve in 2012 and beyond.

Take a look at how CPSI’s programs fit into the squeeze diagram and you will not only see your contributions, but how the contributions of the entire healthcare system are resulting in improved safety and quality practices, experiences and outcomes.

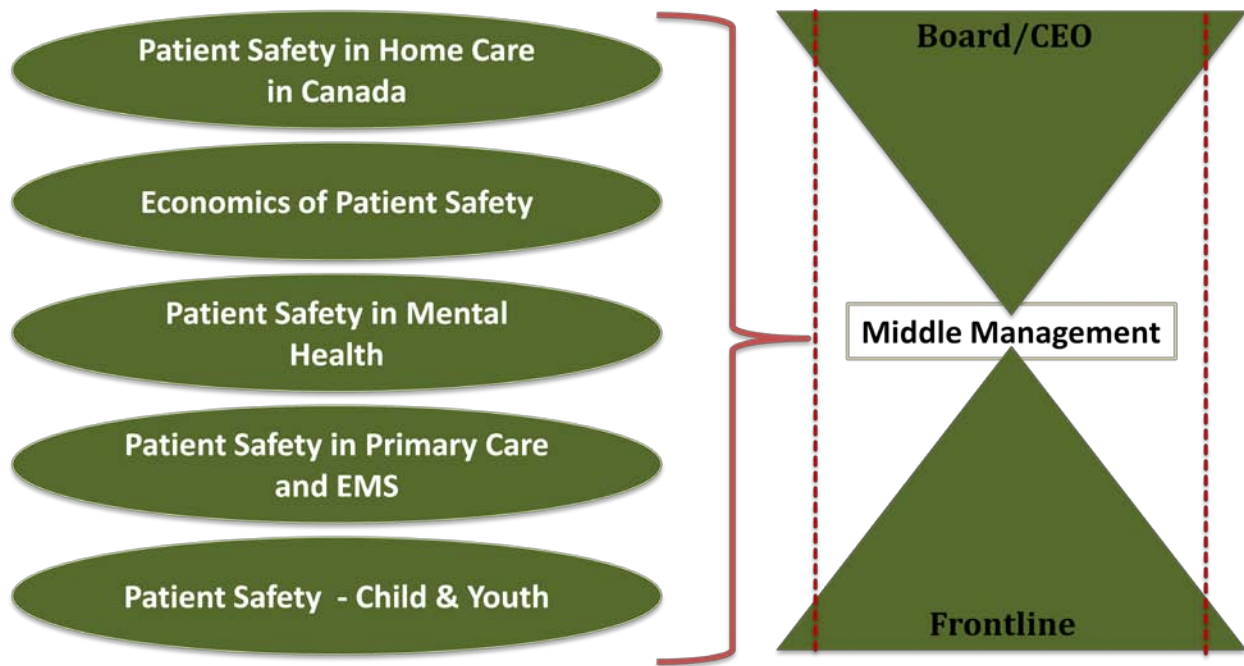
Education

A shift from building awareness about patient safety to building capacity at all levels.



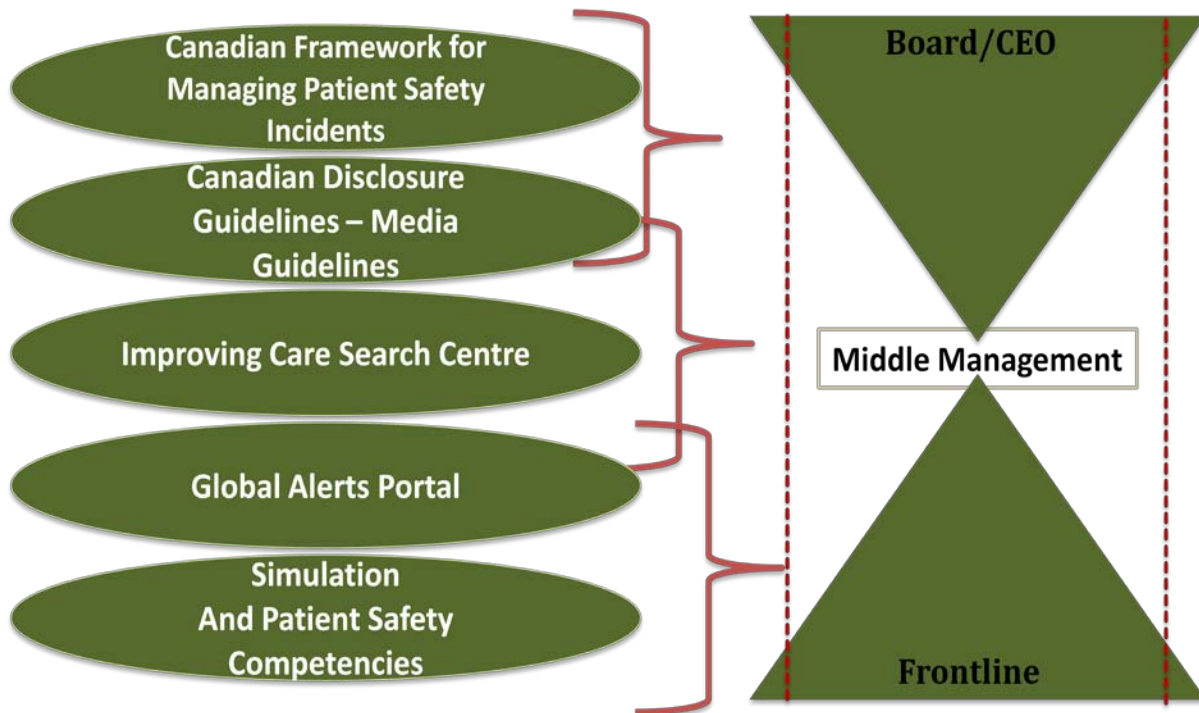
Directed Research

Shift from funding many projects to a few large studies in areas with recognized gaps in patient safety knowledge.



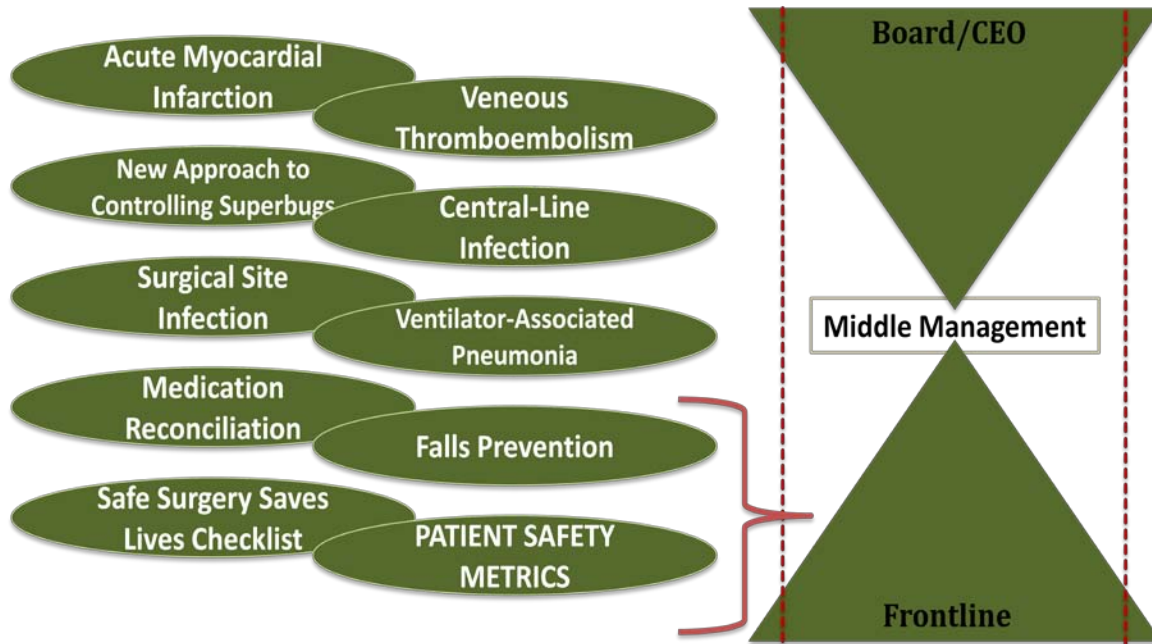
Tools & Resources

Shift from numerous resources to a focus on a few high quality resources with a broad consultation process.



Safer Healthcare Now!

Shift to recognize a changing pan Canadian landscape and the value of process measurements on SHN initiatives.



Regional Customization

Honouring the commitment we make in our Strategic Plan: “We will align our priorities with provincial, territorial and national policy and operational direction.”

