

Message from Hugh MacLeod, CEO

Ask. Listen. Talk.

These words have become a focal point for everything the Canadian Patient Safety Institute is about - we ask, you talk and we listen. Every product we promote and every service that we offer is inspired by these ideas. What's more, I'm thrilled to see they're resonating with others who operate in the same space as us. We have built and continue to build a solid reputation within Canadian healthcare as evidenced by our "Ask. Listen. Talk." mantra being embraced and used by people and organizations throughout the system.

For evidence of our commitment to Ask. Listen. Talk. in action, look no further than the **Canadian Disclosure Guidelines** and the **Incident Analysis Framework** (formerly called Root Cause Analysis).

Earlier this year, we began working to revise the **Canadian Disclosure Guidelines**, which included gathering input from stakeholders, patient safety experts and healthcare providers from across Canada. After all, this document does not belong to us – it belongs to you. I'd like to thank the hundreds of people who took time from their busy schedules to engage with us. Armed with your feedback, we are in the process of revising the guidelines and will release the updated version this fall.

We are also in the midst of consultation on the **Incident Analysis Framework** in order to ensure it is practical, useful and is meeting our customers' needs. In the coming weeks, a working group will be coordinating the first formal phase of consultations with ministry and provincial health quality council representatives. System-wide consultations in French and English will follow, providing an opportunity for interested parties to offer their input. We expect that many of you will join us in the consultation process as we have repeatedly heard how valuable the **Incident Analysis Framework** is for providers, patients and organizations.

I pledge that we will continue to ASK you to join us in conversation, that we will continue to LISTEN, and that together we can TALK about ways to improve patient safety.

Healthcare organizations leading by example

Kudos to Red Deer Regional Hospital Centre, which, as of June 5, 2011, has gone 365 days since its last recorded case of ventilator-associated pneumonia (VAP), thanks in part to their use of *Safer Healthcare Now!* bundles. "It is amazing what staff have accomplished, how they came together and embraced this initiative," says Infection Control professional Deanna Janes, adding that other *Safer Healthcare Now!* initiatives are running throughout the hospital, including work to prevent central line infections.

Congratulations are also in order to Toronto East General Hospital and St. Michael's Hospital for using a personal story board poster tool to humanize the patient experience. The concept of MY Story began at California's St. Jude Medical Center in 2004 and was in turn replicated by both Toronto hospitals. "It helps to remind everybody of the person, not the diagnosis," says Diana Sepko, Child Life Specialist at Toronto East General Hospital. Kerry-Anne Caissie of St. Michael's Hospital adds, "We want the nurses to engage with the patient and the family and to learn something about them."

I'd love to hear your story. Please send me your spotlight at hughmacleod@cpsi-icsp.ca.

Canadian Patient Safety Week and Canada's Virtual Forum on Patient Safety and Quality

As summer winds down, we are hard at work planning for both Canadian Patient Safety Week and Canada's Virtual Forum on Patient Safety and Quality, taking place from October 31 to November 4, 2011. Registration for CPSW is opening soon. Registration is now open for Canada's Virtual Forum and a full agenda will be release shortly. Visit www.patientsafetyinstitute.ca for more information.

Congratulations to Sir Liam Donaldson

In closing, I would like to extend my congratulations to Sir Liam Donaldson on his recent appointment as the World Health Organization's Envoy for Patient Safety. In this role, he will assist the WHO in promoting patient safety as a global public health priority.

Safe care ... accepting no less,

