

Message from Hugh MacLeod, CEO

Healthcare in Canada has changed considerably since our organization came on the scene in 2003. The Canadian Patient Safety Institute (CPSI) is now a mature and respected presence in the healthcare landscape. However, we are still a work in progress.

We've launched numerous initiatives, expanded our range of services and created a network across Canada. CPSI staff is motivated each day by a sense of urgency. Every day of delay in applying sound safety practices results in patient harm and death. The good news is that the safety landscape is now crowded with numerous players. Patient safety and quality tops all of our agendas. Healthcare organizations regularly launch new patient safety initiatives, and the creation of provincial health quality councils matches much of CPSI's progress. However, CPSI realizes it must constantly improve and evolve. To truly be in service to you and to help create a safer healthcare system, CPSI is practicing what it preaches. Our organization is committed to a regimen of self evaluation and improvement. We've adopted and promoted the philosophy of quality as a business practice through tools and resources such as: Effective Governance for Quality and Patient Safety; The Patient Safety Education Program; and Safer Healthcare Now!

On the heels of our new strategic plan, published in December 2010, we decided it was time to bring a new rigour to the way we evaluate our effectiveness. CPSI is beginning work on its first Balanced Scorecard, a system that allows us to determine how well our practices align with the CPSI strategic plan and vision. This is detailed, difficult and repetitive work. It is humbling work. It places a spotlight on challenges and opportunities, but provides CPSI staff with a better understanding of the pressures our customers face when we ask them to implement similar improvements to performance and self evaluation. We don't use this term 'customer' as a corporate buzzword. Instead, it reminds CPSI staff that we are committed to delivering quality services that match that sense of urgency I mentioned earlier.

In early August we held a CPSI retreat in Edmonton. Staff chose one of five challenge topics relating to internal processes and procedures. External observers were also brought in to evaluate how well we engaged with each other — how willing we were to concede our faults and commit to collective improvement.

The staff groups left the retreat committed to continue meeting and to improve CPSI processes and practices. Their enthusiasm fits nicely with CPSI's decision to embed Quality as a Business Strategy in everything we do. The effort requires that we always challenge our assumptions and continue to take a hard look at ourselves.

We've been conditioned to see and think in straight lines. Now we must think and see in circles of complexity and inter-connection. The work is fruitful in itself. But it also provides better understanding and appreciation for the work you're doing in performance improvement.

In our last bulletin I pledged that CPSI will continue to ask for your ideas, suggestions and learned experiences. Please, join us in the conversation. We will continue to listen and together we can talk about our collective task: improving patient safety.

MedRec for Home Care Clients...VIHA a Leader!

Clients across Vancouver Island who are referred for Home Care Services now benefit from a program which sees Medication Reconciliation part of routine care. In 2007, Medication Safety was identified as a strategic priority and as part of learning collaborative lead by the Western Node of Safer Healthcare Now! VIHA Home and Community Care Services were recognized by Accreditation Canada as a 'Leading Practice' in MedRec at a recent survey.

What leadership can do to make care safer!

In 2006 the senior leaders at Winchester District Memorial Hospital in Winchester Ontario decided that medication reconciliation would be a strategic priority. A team was created which included representation from all the professional groups who would play a part in the process. As a result of their efforts, the hospital boasts a 100% compliance rate across the continuum of care!

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

Don't forget to register at www.patientsafetyinstitute.ca.

Safe care ... accepting no less,

