

QUARTERLY UPDATE

MISE À JOUR TRIMESTRIELLE

Building a safer health system • Accroître la sécurité du système de santé

August 2010

Message from Hugh MacLeod, CEO:

Thank you to those who provided feedback on our first Quarterly Update. Your input is important to us in deciding future topics.

You, our partners, have set sights on improving patient safety. To help you move towards an ideal future state we are in the process of changing how we do business at CPSI, including the development of a new strategic plan.

There is only so much capacity to embrace new initiatives. 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 standards and align our activities with jurisdictional policies and priorities. We aim to be a responsive, agile, and selective organization driven by whatever it takes to help our partners to make healthcare safer.

Safer Healthcare Now! is a galvanizing force for patient safety. Our aim is to expand its breadth and impact. We will support it with programs and activities that improve governance, build patient safety competencies, improve monitoring, measuring and reporting, generate new knowledge in high priority areas, and raise knowledge transfer to a new level of excellence. We will listen to the realities of what is happening in the Canadian healthcare system from both the patient and provider perspective. We will plan our initiatives on what their experiences tell us must be done.

Knowledge Transfer is key. In our last Update we mentioned that CPSI is exploring new approaches to capture patient safety practices and design knowledge transfer points. I am pleased to advise that this month we are taking a baby step by launching what we call the *Patient Safety Crosswalk* – a hub connecting patient safety news and information from healthcare organizations across Canada. The Patient Safety Crosswalk will provide a space for clinicians, educators, researchers and others to have easy

access to current projects, research and successes in patient safety from across Canada in order to enhance their own work. To find out more, please email aalidina@cpsi-icsp.ca.

This Quarterly Update focuses on three inter-related activities that support the advancement of patient safety:

1. An economic evaluation of patient safety
2. A new patient safety education program
3. An overview of the *Safer Healthcare Now!* online data system

1. An Economic Evaluation of Patient Safety

The Canadian Adverse Events Study (Baker Norton et al 2004) was a landmark study that provided the first estimate of the incidence of adverse events in Canadian hospitals. Since then, very few studies have captured the economic implications associated with adverse events in healthcare. International research results demonstrate that healthcare-associated harm does add to healthcare costs. Some studies have found that additional hospital costs are in the range of 13-16%.

A Canadian approach would be instrumental in understanding the average costs in selected adverse events, enabling policy and decision-makers to explore the potential for improving patient safety to help avoid healthcare expenditures.

In an effort to understand the true financial costs of adverse events, the Canadian Patient Safety Institute is supporting research to create a framework for conducting economic evaluations in patient safety. CPSI is proud to support Dr. Edward Etchells, Associate Director of the University of

Toronto Centre for Patient Safety, and co-Principal Investigator, Dr. Nicole Mittmann, of Sunnybrook Health Sciences Centre, who will lead this important research entitled *The Economic Burden of Patient Safety*. The team was recently awarded \$116,000 in research funds and is being supported through unrestricted grants from 3M Health Care and Baxter.

This research will provide healthcare organizations with valuable information:

- An estimate and order of magnitude of the economic costs they bear as a result of current patient safety practices/adverse events;
- A highlight of key initiatives that could be used to reduce adverse events and the associated economic costs; and
- A prioritization of areas for future research in patient safety.

The results of their work will be the foundation for economic evaluations in patient safety. The result will be made publicly available by June 2011 at:

www.patientsafetyinstitute.ca.

2. Patient Safety Education Project-Canada

- Take your patient safety efforts to the next level!
- Build capacity for patient safety in your organization!

This fall, the Canadian Patient Safety Institute, in partnership with Northwestern University, will be offering the Patient Safety Education Project-Canada (PSEP-Canada).

Why This Program? Built on a train-the-trainer model, PSEP-Canada is one response to the challenges that remain in integrating fundamental patient safety practices into the routine delivery of healthcare. Despite the existence of considerable information about how to improve care, there remains insufficient education in patient safety for a broad base of healthcare personnel. Where education is available, there are challenges with how to actually use the knowledge that is taught. As well, obtaining knowledge from incident reporting efforts is in its early stages and must be broadened. There must be alignment among the many systems within the healthcare workplace, across healthcare organizations, and with external forces such as regulatory bodies. PSEP-Canada addresses these and other challenges by combining

dissemination of existing knowledge with steps to translate this knowledge into better patient safety practices and thus, better outcomes.

Who Trains the Trainers? In May, CPSI put out a national call for interested Master Facilitators – professionals who are passionate about patient safety work and have the proven skills and ability to motivate change. The role of Master Facilitator is to teach colleagues to become Patient Safety Trainers in their home organization. CPSI had an exceptional response to the national call. As a result we now have a group of individuals from across Canada comprised of professionals that are inspirational, creative and adaptable who will lead the charge for PSEP-Canada and provide a new emphasis on learning and change.

Join Us! Become a Patient Safety Trainer. Starting this fall, CPSI will be hosting “Become a PSEP-Canada Patient Safety Trainer” conferences for clinicians, administrators and other professionals who have an interest in patient safety. The 2 ½ day sessions will prepare attendees to:

- Deliver a high-impact, comprehensive patient safety curriculum;
- Utilize effective teaching approaches based on adult education methods;
- Promote effective fundamental patient safety practices in their organization; and
- Foster a culture of patient safety.

PSEP-Canada Patient Safety Trainer is a competitive process that also requires commitment from an executive leader within the organization to participate in the final half-day of the Become a PSEP-Canada Patient Safety Trainer conference and to support dissemination in their home institution.

The PSEP-Canada approach to improving patient safety is to include the maximum number of people in an organization to reach a tipping point where patient safety practices are integrated into the culture of the organization. A new emphasis on learning and change is necessary and PSEP-Canada provides another exceptional tool for healthcare organizations to more effectively drive patient safety improvements.

For more information about PSEP-Canada visit our website: www.patientsafetyinstitute.ca or contact Abigail Hain at ahain@cpsi-icsp.ca.

3. *Safer Healthcare Now!* New Online Data System – Measuring Your Success:

- Measure your progress on topics such as: reducing central line infections, improving care for AMI patients, medication reconciliation, surgical site infections, and more.
- Build capacity for patient safety in your organization by having data to create new conversations at the governance and operational levels.

The Canadian Patient Safety Institutes recognizes that measurement is a critical part of patient safety improvement work. Starting in September, *Safer Healthcare Now!* (SHN) will begin rolling out “Patient Safety Metrics.” This new online data submission and reporting system replaces the cumbersome excel measurement worksheets with a completely redesigned and user friendly web-based tool. The primary goal of this new system is to streamline the enrollment and data submission processes, enhance reporting capabilities and increase access to data.

Who helped create the new system? *Patient Safety Metrics* was guided by a steering committee with representation from national and provincial healthcare bodies such as Accreditation Canada, Canadian Institute for Health Information (CIHI), Canada Health Infoway, the Ontario Ministry of Health and Long-Term Care, the SHN Central Measurement Team (CMT), as well as the SHN Nodes.

The goal when developing this new system was to keep the end-users’ needs front and centre. *Safer Healthcare Now!* completed an extensive consultation with its teams, partners, funders and stakeholders. The Patient Safety Metrics system is *Safer Healthcare Now!* and CPSI’s response to what we heard from you.

Benefits of the new system: *Safer Healthcare Now!* teams will have the opportunity to experience many benefits of the Patient Safety Metrics system. First, the process of data submission has been streamlined and simplified; the system is easily accessible, intuitive to use, simple to navigate, and barriers to data submission have been minimized.

Second, the Patient Safety Metrics system provides enhanced access and transparency to Canadian patient safety data and reports. The system will be able to pull both the historical *Safer Healthcare Now!* data and current data from a

central data source and provide access to real-time performance reports.

Third, reports will allow for analysis and benchmarking of data across time, sites, organizations and provinces. The Patient Safety Metrics system will allow a team to track their individual performance over time, as well as compare their performance against other hospitals in their region, other regions in their province and the other provinces and territories across the country.

The Roll-Out. As Patient Safety Metrics expands into phase II of its development, teams will have the ability to custom build dashboards and multi-site indicator reports that can serve multiple reporting needs across an organization.

Over the past month numerous *Safer Healthcare Now!* teams have been testing the system and we are continuing to make modifications as needed. So far feedback has been positive and we are committed to continuing to work with the provinces, territories and national bodies to create a common single source database for Canadian patient safety data.

To help teams get started, virtual training sessions will be held for each node across the country and SHN staff will be available to guide users through the system and respond to questions from the field.

If you would like to learn more about the Patient Safety Metrics system or request a demonstration of the system for your province or region please contact **Anne MacLaurin** at amaclaurin@cpsi-icsp.ca.

Follow-up on what we reported on in our last Update:

Effective Governance for Quality and Patient Safety. In partnership with the Canadian Health Services Research Foundation (CHSRF), we released the *Effective Governance for Quality and Patient Safety Toolkit*. We’ve heard positive feedback thus far, with Jim Conway, Senior Fellow at the Institute for Healthcare Improvement (IHI), commenting: “It is an exceptional resource. The materials prepared by Ross (Baker) and the team are amazing gifts to the international community.”

Since its release in June, seventy-six *Effective Governance for Quality and Patient Safety* Toolkits have been requested from

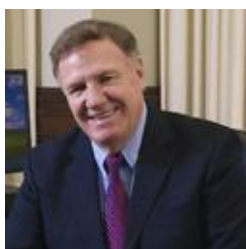
across Canada and internationally. To request your toolkit or access the toolkit content online visit www.patientsafetyinstitute.ca.

Surgical Safety. As discussed in the first Quarterly Update, CPSI was in the process of conducting a comprehensive review of the Canadian implementation of the Surgical Safety Checklist. This extraordinary evaluation has connected the evaluators with over 350 OR managers which represents 85% of eligible ORs in Canada. The information is currently being analyzed and will provide a rich understanding of barriers, enablers and stories of where and how the checklist has been implemented across Canada. Thank YOU! Stay tuned for findings to be released in the fall of 2010.

After two very successful Action Series', we have continued to receive requests for information and support for implementation. This has resulted in the scheduling of a 3rd wave of the Checklist Action Series set for launch in January 2011. Visit www.safesurgerysaveslives.ca to find out more.

Safer Healthcare Now! is anticipating an exciting fall season with the release of two new interventions: *Reducing Falls and Injury from Falls* and *Medication Reconciliation in Home Care*. In addition to the launch of two new interventions, *Safer Healthcare Now!* is pleased to continue to support its current interventions through a full calendar of events and activities starting this fall, including:

- *New Approach to controlling Superbugs: Wave 2* – a four month action series to support teams in reducing healthcare-associated infections through methodologies such as Positive Deviance, social marketing and the Model for Improvement.
- *Falls Prevention Virtual Learning Collaborative* – a six-month program designed to support teams in reducing falls and injury from falls across Canadian healthcare settings.
- *Medication Reconciliation in Home Care Action Series* – a two-month virtual program designed to support home care organizations improve medication safety through medication reconciliation.



I'll be happy to hear about successes and challenges in patient safety, explore the "whys" and discuss how to build synergy. Contact me at hmacleod@cpsi-icsp.ca or 1-866-421-6933.

- *CLA-BSI Action Series: Towards Zero Infections* – a three-month virtual program designed to support teams in preventing central line associated bloodstream infections (CLA-BSI)
- *Acute Myocardial Infarction (AMI) Virtual Learning Collaborative* – a six-month program designed to support teams improve the time to diagnostic ECG and timely administration of thrombolytic agents.
- *Canada's Hand Hygiene Challenge* – a combination of new and updated tools, including the Hand Hygiene and Human Factors Toolkits will be available in September. Applications are now being accepted for a 28 week Hand Hygiene case study, beginning in the fall. See www.handhygiene.ca for more.

For more information about *Safer Healthcare Now!* or any of these virtual programs visit our website at: www.saferhealthcarenow.ca

What's upcoming in our December Update?

1. Patient Safety Incident Project (dissemination of alerts)
2. Patient Safety Information Centre (knowledge transfer of patient safety information)
3. Research – Patient Safety in Primary Care and Home Care

In closing, I want to thank the Canadian healthcare system for the progress being made in patient safety as captured in our 2009-2010 Annual Review. To read the Review please visit: www.patientsafetyinstitute.ca.

In addition, I'd like to thank the thousands of individuals who will be participating in Canadian Patient Safety Week, November 1-5, 2010. It is YOU, the participants, who help make the week come alive by creating awareness of patient safety issues and who help spread the message. I encourage you to register for the week at www.asklistentalk.ca.

I look forward to meeting and talking with many of you at Halifax 10 on October 21-23 – this year marks the Tenth Anniversary of the Halifax Symposium and the end of this inspiring series. See you in Halifax!