

QUARTERLY UPDATE

MISE À JOUR TRIMESTRIELLE

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

December 2010

Message from Hugh MacLeod, CEO:

In our last update, we indicated that we are in the process of changing how we do business at CPSI. A major driver of this process is the release of our new Strategic Plan, ‘SAFE CARE . . . ACCEPTING NO LESS.’

With a new vision: *‘Safe healthcare for all Canadians,’* and mission: *‘To inspire extraordinary improvement in patient safety and quality,’* our new plan outlines CPSI’s main roles, priorities, goals and measures of success.

At the core of our new way of doing business are our relationships with you. We would not be at this stage – ready to take the patient safety agenda to the next level – without the tremendous work through all of your collective efforts. As we move forward, CPSI will continue to harness every opportunity to create new partnerships and alignments to make healthcare safer.

As an organization:

We will help your patient safety and quality initiatives grow;

We will work with your agenda to coordinate efforts;

We will listen to the system, catalyze change, launch new ideas and invest in promising developments;

We will place the spotlight on patient safety issues;

Our successes are greatest where our partners make care safer.

Part of CPSI’s new approach includes the launch of *Patient Safety Crosswalk* – an online space where you can quickly find the latest in patient safety news, events, projects, research and more from across Canada. Since its launch in August, the Crosswalk has become a hub of activity, with more than 6,500 views and healthcare organizations adding information about their patient safety initiatives regularly. We’ve heard from many of you about the benefits of the Crosswalk. As one user indicated:

“The Crosswalk is great for sharing ideas. We don’t have the resources to re-invent the wheel so it’s a great way to learn from what others are doing.”

The Crosswalk is just a stepping stone to a larger project described below which will help to capture patient safety practices and design knowledge transfer points. Please visit www.patientsafetycrosswalk.ca or e-mail CPSI Information Manager Ali Alidina at aalidina@cpsi-icsp.ca.

Maura Davies new Board Chair for CPSI

Along with our new Strategic Plan, we also announced that Maura Davies has been appointed the new Chair for CPSI’s 18-member Board of Directors for the next two years. Recognized across Canada as a respected and enthusiastic advocate of patient safety and quality improvement, Maura brings an outstanding level of passion and expertise in patient safety to our organization. On behalf of everyone at CPSI, I’d like to welcome Maura to her position.

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

1. **Safe Care Search Centre**
2. **Global Patient Safety Alerts**
3. **Patient Safety in Primary Care and Home Care**

Safe Care Search Centre

Set to launch in the New Year, CPSI’s Safe Care Search Centre is poised to follow in the footsteps of our Patient Safety Crosswalk by changing the way visitors to our website access information and learn about the latest patient safety advances.

We’re creating a *Google-like* search centre for patient safety which will allow visitors to search for patient safety related content that has been generated and shared by all across the country.

This project is being undertaken to better serve the needs of those people who care about and are responsible for patient safety.

For CEOs, it allows them to see what other organizations are doing and how they are doing it. For the Policy Maker, it allows them to track the burning issues, follow what policy makers are doing in other regions and determine what innovations in patient safety can be adapted locally. For the Frontline Provider, it provides easy access to leading practices in patient safety, easy access to tools and resources available to be implemented at their site, quick reference to dealing with patient safety incidents and easy access to professional development opportunities in patient safety. For patients and families, it will serve as a resource for how they can become active partners in their care.

Stay tuned to www.patientsafetyinstitute.ca for more information.

Global Patient Safety Alerts

CPSI is proud to be the driver of another new resource launching in January 2011 that will ensure we're not only learning about patient safety incidents, but are able to learn from them so they're not repeated.

The Global Patient Safety Alerts will be the definitive resource for patient safety incident learning in Canada by drawing from more than 800 alerts, advisories and recommendations from 18 international healthcare organizations. In short, healthcare providers, administrators, policy makers and the public will not only have a direct access to comprehensive learning from the experience of others, but a place to share this valuable information with the world.

For more information about this resource please contact Erin Pollock, Project Manager, at epollock@cpsi-icsp.ca.

Patient Safety in Primary Care and Home Care

While there is increasing evidence of patient safety risks in hospital or acute care settings, less is known about the safety of healthcare services in the community, particularly in Primary Care and Home Care settings.

In an effort to fill the gap in Primary Care, CPSI, in partnership with the BC Patient Safety & Quality Council (BCPSQC), have commissioned a research team from the Institute of Health Economics to study the issue. As a result of this study, a Patient Safety in Primary Care Research

Paper was produced. To access the paper, please visit www.patientsafetyinstitute.ca or www.bcpsqc.ca.

On the Home Care front, CPSI, along with Canadian Institutes of Health Research, Institutes of Health Services and Policy Research, Aging, Musculoskeletal Health and Arthritis, and Circulatory and Respiratory Health; The Change Foundation; and the Canadian Health Services Research Foundation have invested \$1 million towards research to help protect the safety of the more than 900,000 Canadians who receive Home Care every year. The final report is scheduled for release in 2013.

What's upcoming:

1. **CPSI's relationship with you**
2. **Measurement and Action/Improvement**
3. **Surgical Checklist – Survey Results and Next Steps**

In closing, I would like to send out HUGE congratulations to those who participated in and contributed to Canadian Patient Safety Week 2010 – the 'Rock Stars' of patient safety. More than 1,300 participants from across Canada registered to take part in the week – the largest effort to date. I'd also like to recognize British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick, Prince Edward Island and Nova Scotia for their support of CPSW. Several of you also shared your CPSW activities and events on the Patient Safety Crosswalk. To show our appreciation, CPSI prepared a short video, which you can view at www.asklistentalk.ca. A draw was also held for five Delivering Patient Safety DVD Series'. Congratulations to Timmins & District Hospital, Centre de santé et de services sociaux de Témiscouata, Tillsonburg District Memorial Hospital, Medavie EMS, Queen's Joanna Briggs Collaboration for Patient Safety for your efforts in creating awareness of patient safety in your organizations!

Let's keep the momentum going! Let us know how we can keep patient safety at the forefront all year long and make Canadian Patient Safety Week 2011, scheduled for Oct. 31 to Nov. 4, a success in your organization. Email us at cpsw@cpsi-icsp.ca.

I look forward to continuing to work with you to make healthcare safe for all Canadians.

