Ask. Listen. Talk.
The Canadian Patient Safety Institute celebrated its 10th anniversary during Canadian Patient Safety Week in October 2014. This milestone brought together a number of patient safety pioneers who laid the foundation for continued improvements and achievements in patient safety. When you look at all that has been accomplished, it becomes clear that we need to build on that momentum. Our challenge ahead is to accelerate the pace, spread and scale of patient safety improvement.

In February 2015, I was appointed as Board Chair and we welcomed five new members around the Canadian Patient Safety Institute board table. I am joined by Alberta Health Services CEO, Vickie Kaminski; Health PEI CEO, Richard Wedge; BC Ministry of Health Assistant Deputy Minister, Doug Hughes; Yukon Department of Health and Social Services Assistant Deputy Minister, Cathy Morton-Bielz; and College of Pharmacists of Manitoba Registrar, Ronald Guse. The passion and energy that all the Board members bring to the organization is truly inspiring and I look forward to working with this talented group of individuals.

Every Board meeting starts with a patient story. It brings attention to the work we are doing and why we are doing it. It grounds everyone in the room and helps us to focus on the important tasks at hand. I would like to thank the patients and families for their courage in sharing their stories.

Chris Power joined the Canadian Patient Safety Institute as its fourth CEO in March 2015. Chris is a true leader and the breadth and depth of her experience will no doubt take the organization to a new level. Patient safety is achievable and the Board looks forward to working with Chris and her team to ensure that Canadians receive the safest care in the world.
Our four strategies that will move patient safety forward in the Canadian healthcare system:

1. Provide leadership on the establishment of a National Integrated Patient Safety Strategy

2. Inspire and sustain patient safety knowledge within the system, and through innovation, enable transformational change

3. Build and influence patient safety capability (knowledge and skills) at organizational and system levels

4. Engage all audiences across the health system in the national patient safety agenda
National Integrated Patient Safety Strategy

There is tremendous activity around patient safety in Canada. Quality and patient safety councils in most provinces and many national organizations are dedicating all or part of their mandate to patient safety. The question inevitably follows: how can these organizations share their expertise and work together to support safer care for all Canadians?

In 2014-15, the Canadian Patient Safety Institute enhanced efforts to bring together key partners in Canadian healthcare to focus on some of the biggest patient safety challenges and engage them to align the work they are doing around some common goals. This will provide the synergy and coordination needed to accelerate the pace of patient safety improvement in Canada.

The Canadian Patient Safety Institute established the National Patient Safety Consortium to drive a shared action plan for safer healthcare for Canadians. Now, more than 50 organizations are participating, including national organizations, provincial and territorial quality and patient safety councils, government representatives, professional associations and patient groups.

Since the inaugural meeting of the National Patient Safety Consortium in January 2014, the Canadian Patient Safety Institute has hosted summits and roundtables in the four initial priority areas of focus — surgical care safety, medication safety, home care safety and infection prevention and control between March and November 2014, as well as a patient safety education roundtable in January 2015. For each invitational meeting, the Canadian Patient Safety Institute served as the coordinator, bringing stakeholders together to identify practical goals and specific actions that can be collectively undertaken to make meaningful and measureable progress in patient safety improvement in Canada.

Following each meeting an action plan was drafted and reviewed for feedback by meeting participants before being finalized. All of the individual action plans from the meetings have been woven together into a single Integrated Patient Safety Action Plan. Although specific themes were identified in each action plan to reflect the area of focus, when all the themes and actions are considered as a collective, four overarching themes clearly percolate to the surface:

1. Patients and Families
2. Providers, Leaders and Policymakers
3. Measuring and Learning to Improve
4. Communicating

The Integrated Patient Safety Action Plan has since been endorsed by 41 Consortium participants and a total of 15 organizations have signed on to be leads or co-leads to advance actions from the Plan. Several actions are completed or currently underway. The Canadian Patient Safety Institute's investment has served to leverage the efforts of organizations across the country to advance patient safety in a more coordinated way. The Integrated Patient Safety Action Plan is built with an unprecedented level of collaboration and shared leadership from across Canada.
The roundtable brought together over 35 experts in the field to discuss the gaps and challenges in home care safety and resulted in the development of a home care action plan with 23 action items organized within five themes, including: system level communication; collaborative care; client's right to live at risk and partnering with clients and families; advance knowledge of measurement for improvement; and leading practices in medication safety, falls prevention and infection prevention and control.

Medication Safety

The Canadian Adverse Events Study (Baker et al, 2004) found that drug or fluid-related events were the second most common type of adverse events in Canadian hospitals, accounting for 23.6 per cent of the total. The cost attributed to adverse drug events has been reported to be $4,028 per event (Etchells et al, 2012). Furthermore, more than half of Canadians are using prescription drugs on a regular basis with 36 per cent taking two or more medications (Health Council of Canada, 2014).

The Canadian Patient Safety Institute in partnership with the Institute for Safe Medication Practices Canada (ISMP Canada) hosted a national medication safety summit in Toronto, Ontario, in June 2014, to create the synergy and coordination required to accelerate improvements in safe medication use in Canada.

Arising from the summit, A Medication Safety Action Plan identified four themes: reporting, learning, and sharing; evidence informed practices; partnering with patients; and technology.

Infection Prevention and Control

An estimated one in nine Canadian patients develops a healthcare-associated infection during their hospital stay – a total of 220,000 patients per year. Further, an estimated 8,000 Canadians will lose their lives from these infections every year (Zoutman et al, 2003). The cost of infections – more than $100 million annually in healthcare spending to treat C.difficile, MRSA and surgical site infections alone, plus the tremendous emotional and financial toll on patients, families and healthcare organizations – barely stirs a response (Njoo, 2014). For the safety of all Canadians, this has to change.

Together, the Canadian Patient Safety Institute and the Public Health Agency of Canada co-hosted a national infection prevention and control summit in November 2014 in Toronto, Ontario. Over 40 participants came together to advance infection prevention and control practices and reduce healthcare-associated infections in Canada. The themes arising from the summit were: culture and behavior change; partnering with patients and families; measurement and surveillance; applying knowledge and implementing standards; and sharing and developing standards/best practices/policies. The actions developed to galvanize change within four of these themes are captured in the summit report: An Infection Prevention and Control Action Plan.
Patient Safety Education Roundtable

The Canadian Patient Safety Institute hosted a Patient Safety Education Roundtable in January 2015. The aim of the roundtable was to accelerate a consistent approach to patient safety and quality improvement education. The one-day event brought together more than 50 representatives of academic, accrediting, certifying, regulatory bodies, and provincial and national organizations interested in the education of health professionals. The participants created an action plan for patient safety and quality improvement education, and laid the foundation for a national patient safety education network. The roundtable supported the need to embed patient safety and quality improvement in every aspect of healthcare education and in approaches to teaching healthcare students, trainees and providers at every level of healthcare. A Patient Safety Education Action Plan, identifying seven themes and 12 actions, summarizes the roundtable discussion and recommendations.

The Canadian Patient Safety Institute will invite interested members to establish a Patient Safety Education Network which will provide a common platform for system level leverage, alignment and influence for patient safety and quality improvement education in Canada. The targeted audience for the Network is health professionals involved in education in academic or clinical settings.

Patients for Patient Safety Canada

As a patient-led program of the Canadian Patient Safety Institute, the mission of Patients for Patient Safety Canada (PFPSC) is to include the patient voice in patient safety improvement at all levels. Since 2005, the Canadian Patient Safety Institute has supported a network of patients and families which formally became Patients for Patient Safety Canada in 2007. There are currently over 70 volunteer members in Canada, the majority holding the World Health Organization Patients for Patient Safety Champion designation.

"Being part of Patients for Patient Safety Canada gives you energy and a group voice; you hear about what other people have done. That's collective wisdom and collective energy… that keeps you going and yes, I can make an impact."

What started as occasional collaboration with Patients for Patient Safety Canada for an event or project has become the Canadian Patient Safety Institute’s modus operandi, a part of everything we do. Now, 100 per cent of the Canadian Patient Safety Institute’s programs and initiatives meaningfully and authentically involve patients, including key corporate processes like executive recruitment. By partnering with patients in all of our work, the Canadian Patient Safety Institute is a role model and exemplary healthcare organization in patient engagement, with formal recognition from the World Health Organization. Over the years, the Canadian Patient Safety Institute has helped other organizations and governments at all health system levels across Canada and internationally to develop and expand their efforts to engage patients and families in quality and safety.

Patient engagement and patient-centred care is top of mind in health system design. Many Canadian and international organizations request Patients for Patient Safety Canada to provide the patient and family perspective, including presenting at key events, advising governing boards, committees and working groups, providing input in strategy and policy development, and other instances at all system levels. These opportunities continue to increase every year and in 2014-15 the number of requests was well over 100, impacting the perspective of thousands of healthcare providers, leaders, researchers, students and policymakers on the value of patient engagement. By leveraging the volunteer efforts of our network of patients and families, the Canadian Patient Safety Institute’s cost for the program amounted to about $1,500 per event attended. The speakers reached potentially hundreds of individuals at each event with their powerful stories and the PFPSC member’s participation in policy discussions around the country. Significant impact on the hearts and minds of viewers continues to be made by the 20 patient videos widely disseminated through the Canadian Patient Safety Institute website.

In 2014, the Canadian Patient Safety Institute commissioned an independent program evaluation to assess the effectiveness and impact of Patients for Patient Safety Canada. It was found that Patients for Patient Safety Canada has made a wide ranging impact in its short history.

"It’s always the patients’ stories that resonate. As a policy analyst myself, those things help shape and inform the work that I do because it brings that perspective that I may otherwise not have thought about in my work, and it just makes it really personal. … I know we come to work each day and improve safety and quality and that’s our goal, but when you hear those stories, it’s that reality check… they are real people, real experiences at the end of care or services that we provide; it just elevates the kind of care we can provide… we’re doing things that not only make sense from an administrative perspective, but also have a meaningful impact on people’s lives."

The perspective of patients and families was at the core of the National Patient Safety Consortium, summit and roundtable meetings by having a patient open the meeting and patient representatives in the room as full participants. Patient engagement was a resounding priority theme across all of the meetings and action plans and almost half of the actions in the Integrated Patient Safety Action Plan relate to patients and families or suggest their involvement in the implementation of the actions. Patients for Patient Safety Canada is leading several of these actions and is collaborating with key partners in Canadian healthcare for many more.

A number of learning events helped Patients for Patient Safety Canada members to grow as patient champions. A webinar series, developed and delivered by members for members, has been expanded to include public participation of patient and family advisors and healthcare providers and leaders across Canada and around the world.

In 2014, Accreditation Canada and the Canadian Patient Safety Institute partnered to offer the Patient Safety Champion Awards during Canada’s Forum. The Awards recognized an individual patient/family member who significantly impacted patient safety and an organization who did an exemplary job in supporting and partnering with patients and families.

www.patientsforpatientsafety.ca
Global Patient Safety Alerts

Global Patient Safety Alerts is a publicly available, innovative resource that provides information to prevent and mitigate patient safety incidents in healthcare organizations. Contributing organizations share information about actual incidents, what was learned, and what risk mitigation actions and solutions were implemented to reduce or prevent reoccurrence.

To date, the database is comprised of over 1,200 patient safety alerts and over 6,100 recommendations from 26 contributing organizations in Canada and around the world. Over the past year, Global Patient Safety Alerts had close to 40,000 page views with a 42 per cent increase in users from over 100 countries, including Canada, France, United States, United Kingdom and Australia. At a cost of less than $2 per page view, the Canadian Patient Safety Institute is disseminating patient safety alerts to users globally who can transfer the learning from other organizations to their own organizations.

With Global Patient Safety Alerts, sharing and learning without limitations is possible for healthcare providers, healthcare professionals, patients and the public. www.globalpatientsafetyalerts.com

Research

In response to the recommendations from the Safety at Home: A Pan-Canadian Home Care Study, partly funded by the Canadian Patient Safety Institute, home care safety is a continued priority for our commissioned research. The work of Dr. Mark Fleming and his team, entitled, From primary care to home care: engaging patients to bridge the gap was completed this year, and was co-funded with our partners, Accreditation Canada and the Canadian Home Care Association. New funding was awarded to Dr. Andrew Costa and his research team this fiscal year, for his project entitled, The Transition from the Emergency Department into Home Care (Trans-ED-HC) Project: A Mixed Methods Study of Patterns of Patient Safety Events and Transition Processes. This study was co-sponsored by Accreditation Canada, HealthCareCAN and the Canadian Home Care Association. Both studies focus on a key patient safety issue for home care clients: transitions of care and collaboration across sectors. In total, five new research reports were published in 2014-15, and there were over 140,000 downloads of research-based materials from the Canadian Patient Safety Institute website.

The Canadian Patient Safety Institute also continued to provide studentship funding ($5,000 each) to new researchers who were conducting research in patient safety for their graduate work. This small investment helps create the patient safety champions of the future. The four students who were funded in 2014 completed their reports and were invited to present their findings at a Canadian Patient Safety Institute national webinar. Five other students were funded in 2015 for their research in one of the Canadian Patient Safety Institute’s four priority areas (medication safety, home care, infection prevention and control, and surgical safety).

A new “Researcher in the Room” webinar series was launched to profile and facilitate knowledge translation of previous Canadian Patient Safety Institute research investments. Speakers have included Drs. Brian Wong, Anne Matlow and Trey Coffey.
Safer Healthcare Now!

Safer Healthcare Now!, the flagship program of the Canadian Patient Safety Institute, was refreshed in fiscal year 2014-15. Mechanisms such as a product lifecycle which ensures regular review of content and routine conversation regarding what new content to develop, and what current content to hand off were introduced.

In 2014-15, a Falls quality audit tool was added to the suite of resources available from Patient Safety Metrics, the Canadian Patient Safety Institute's measurement platform that supports Safer Healthcare Now! The Safer Healthcare Now! team delivered 15 National Calls, completed four National Quality Audit Month events, delivered ongoing quality improvement measurement support to healthcare organizations Canada-wide, and maintained leadership on updates to and development of a multitude of tools and resources to support medication reconciliation (MedRec) in home care, surgical site infection, and quality improvement measurement.

Over 2,296 individuals attended Safer Healthcare Now! calls to bring methods and lessons in quality improvement back to the frontline at their respective organizations. In addition, more than 500 organizations actively submitted data to the Patient Safety Metrics system to support improvement initiatives underway in their organization.

Safer Healthcare Now! will continue to work with its partners and key stakeholders to align the activities and actions that will arise from the medication, surgical, home care, and infection prevention and control safety summits.

A consolidated description of improvements to Safer Healthcare Now! will be announced nationally on October 28, 2015 at the Safer Healthcare Now! Conference day at Canada's Forum. www.saferhealthcarenow.ca

Innovation

The Canadian Patient Safety Institute is committed to building a culture of innovation. The WeInnovate Speaker Series was introduced to expose the organization to innovative speakers from high performing organizations outside of healthcare, and identify transferrable learnings for the Canadian Patient Safety Institute.

Patient Safety Education Program – Canada

The Patient Safety Education Program – Canada (PSEP – Canada) takes an inter-professional team approach to improving patient safety skills, planning patient safety education and aligning with quality improvement initiatives. The program is built on a train-the-trainer approach, providing a peer-to-peer education framework for participants. On completion of the PSEP – Canada two-day program, participants are armed with a full patient safety education curriculum, learning tools and customizable presentations that can be aligned to their local patient safety work. Organizational action planning is also included in the PSEP – Canada program, equipping participants with concrete implementation plans that can be applied in their organizations.

The PSEP – Canada curriculum consists of over 35 stand-alone modules on various topics necessary for healthcare professionals to be effective in promoting patient safety. All modules are mapped to Accreditation Canada's standards and to the Safety Competencies Framework. The Canadian Patient Safety Institute revises and creates new modules to ensure the curriculum is current and relevant to the field.
Patient Safety and Incident Management

The Patient Safety and Incident Management Toolkit is a free web-based resource for healthcare organizations which provides an integrated set of practical strategies and resources related to patient safety and incident management. The Toolkit is available in English and French. The needs and concerns of patients and families and how they can be engaged at each stage in the process were considered in the development of the Toolkit. The Toolkit aims to help healthcare organizations prevent patient safety incidents and minimize harm when incidents do occur.

Drawn from the best available evidence and advice from 15 external faculty engaged to provide input into content and delivery, this Toolkit is designed for those responsible for managing patient safety, quality improvement, risk management, and staff training in any healthcare setting. Planning is underway to develop education sessions to support the uptake and use of the Patient Safety and Incident Management Toolkit.

Safety Competencies

The Canadian Patient Safety Institute’s Safety Competencies mapping project, an initiative to map the six domains of the Safety Competencies Framework to a sample of faculties in medicine, nursing and pharmacy, has come to a close. A total of 15 faculties and one medical specialty program have had the knowledge, skills and attitudes contained in the Safety Competencies mapped to their curricula to understand more explicitly where there is patient safety content in curricula, and also gain a better appreciation of the gaps in curricula relating to safer care. Hundreds of learners and practitioners now have the Safety Competencies incorporated into their educational programs and professional development opportunities. In addition, several national organizations responsible for accreditation, certification and regulation of health professionals have had their standards, learning objectives/outcomes or entry-to-practice standards directly mapped to the Safety Competencies, or principles of patient safety based on the Safety Competencies Framework integrated within their documents.

Advancing Safety for Patients in Residency Education

The Advancing Safety for Patients in Residency Education (ASPIRE) program was developed collaboratively by the Royal College of Physicians and Surgeons of Canada and the Canadian Patient Safety Institute.

ASPIRE is designed to support the work of medical educators who have a demonstrated interest and/or experience in patient safety and quality improvement and in teaching faculty and residents. At the end of the four-day workshop, participants are equipped to serve as instructors, faculty resources and champions for the dissemination of patient safety and quality improvement curricula, aligned with the CanMEDS roles, throughout their postgraduate educational program.

In 2014-15, 29 individuals participated in the ASPIRE program.
Canadian Patient Safety Officer Course

The Canadian Patient Safety Officer Course is jointly developed and delivered by the Canadian Patient Safety Institute and HealthCareCAN, and supported by Canadian and international experts. Providing an overview of the fundamentals of patient safety, the Canadian Patient Safety Officer Course equips healthcare professionals and leaders with the information, tools, and techniques to build a strong patient safety culture within their organizations—focusing on system change required to advance patient safety initiatives. The Canadian Patient Safety Institute engages over 20 external faculty to provide input into the development of content and delivery of material to participants.

The Canadian Patient Safety Officer Course is intended for healthcare professionals and leaders who have the formal responsibility of disseminating patient safety principles and programs throughout the organization including patient safety officers, clinical managers, nurses, physicians, educators and allied health professionals. The Canadian Patient Safety Officer Course is available in two delivery models: in-person or online. In both options, participants interact with one another and expert coaches, and will learn to:

- Use our tools and techniques to develop a patient safety program
- Recognize system-induced patient safety incidents
- Recognize human factors related to patient safety, such as non-technical skills or fatigue
- Understand high-risk clinical processes
- Develop strategies to influence and enhance patient safety culture
- Foster communication, teamwork, and organizational culture as it relates to patient safety
- Examine other special and emerging topics in patient safety

This past year marked the continued evolution of the course with the inception of the Canadian Patient Safety Officer Course hybrid program, which brought 30 participants together from the four Atlantic provinces in a blended learning program. The hybrid program consisted of both face-to-face and online components, as well as featuring a patient safety improvement project proposal, highlighting the participant’s commitment to work in their own organizations.

In 2014-15, over 140 individuals participated in one of the Canadian Patient Safety Officer delivery models and 88 per cent of participants indicated that the program had fulfilled its learning objectives. The Canadian Patient Safety Institute’s total cost of the program amounted to just over $500 per end participant reached.

Effective Governance for Quality and Patient Safety

Governing boards of healthcare organizations are legally responsible for the overall performance of their organizations. To support boards in their efforts to improve governance for quality and patient safety, the Canadian Patient Safety Institute and the former Canadian Health Services Research Foundation (now Canadian Foundation for Healthcare Improvement) developed the Effective Governance for Quality and Patient Safety (EGQPS) program—a toolkit and education session to help healthcare boards understand and implement effective governance practices and processes for quality and patient safety.

This initiative is designed for board members of healthcare organizations and the leadership teams they work with—chief executive officers, quality and patient safety executive leads and clinical leadership. The program offers a unique opportunity to explore evidence-informed approaches to governance and leadership and to share innovative health governance practices, resources and tools.

The Effective Governance for Quality and Patient Safety core program has been offered to and contextualized for participants in acute care, primary care and long-term care and partnerships have been developed with the Association of Family Health Teams Ontario, Association of Health Centres, Ontario Ministry of Health and Long-Term Care, Nurse Practitioners’ Association of Ontario, Manitoba Institute for Patient Safety, and Health Quality Ontario to offer close to 50 sessions to over 1800 participants. The Canadian Patient Safety Institute also worked with the Association of Family Health Teams Ontario to offer a two-day train-the-trainer workshop. In February and March 2014, the Association of Family Health Teams Ontario delivered three workshops with a total of 85 participants.

The Canadian Patient Safety Institute is currently working with the Ontario Hospital Association (OHA) to deliver a pre-conference Effective Governance for Quality and Patient Safety session at Health Achieve in November 2015. In addition, the Canadian Patient Safety Institute is working with the OHA to offer a two-day train-the-trainer workshop on Effective Governance for Quality and Patient Safety for Ontario.

In 2014-15, the Canadian Patient Safety Institute’s offerings under the Effective Governance for Quality and Patient Safety program attracted over 200 participants, engaged eight external faculty in the development and delivery of program content, and satisfied the learning objectives of over 95 per cent of participants. Sessions were delivered on a cost-recovery basis. The Canadian Patient Safety Institute’s total investment in supporting and maintaining the program amounted to about $600 per participant.
Canadian Patient Safety Week

Canadian Patient Safety Week (CPSW) is a national annual campaign to inspire extraordinary improvement in patient safety and quality improvement. The CPSW 2014 campaign was celebrated at over 2,000 sites, at an average cost of $120 per site, to promote the message of ASK.LISTEN.TALK.

The CPSW 2014 campaign focused on one of the Canadian Patient Safety Institute’s priority areas, infection prevention and control. Each year about 8,000 Canadians die from hospital-acquired infections; 220,000 others get infected. Some 1,800 packages were distributed with posters and the message that, “You wouldn’t reuse this without cleaning it. Hands are no different.” The poster images encouraged both patients and providers to think of hand hygiene in a different way, with a message that provoked action and positive behavior. Connecting everyday items in pristine condition to hand hygiene, reminded all in healthcare, including patients, that clean hands contribute to safe care.

In a post-event survey, 79 per cent of respondents indicated that focusing on hand hygiene was effective for their organization. The Canadian Patient Safety Institute partnered with Infection Prevention and Control (IPAC) Canada for the CPSW 2014 campaign.

CPSW is the only week that celebrates the incredible work Canadians are doing to make care safer. It is a time to prioritize safety in healthcare and share ideas. This celebration stands out because it crosses the continuum of care, from acute care to home care. Copies of Hands in Healthcare, an internationally recognized and award winning magazine that celebrates key influencers making a difference in the patient safety landscape were distributed. Buttons were worn by providers in all settings with the messaging “Ask me if I cleaned my hands”. Safe care is everyone’s responsibility and the messaging for the campaign targeted both healthcare providers and patients. Partners are also integral to the success of CPSW – they endorse, promote, and celebrate their own efforts in the patient safety landscape.

Registration is now open for CPSW 2015 at www.asklistentalk.ca. The Canadian Patient Safety Institute is taking the mantra of ASK.LISTEN.TALK, to the next level and making communication the focus of the upcoming campaign. Improving communication is a common theme that arose from the consortium, summit, and roundtable meetings. Tips for Talking will be distributed in CPSW packages and shared in this year’s video competition.

Canada’s Forum on Patient Safety and Quality Improvement

Canada’s Forum on Patient Safety and Quality Improvement knows no limits. By virtue of being broadcast online, we are able to attract thousands of healthcare professionals who otherwise would not be able to attend the Forum proceedings in-person.

The idea for a virtual conference was conceived in 2010 in response to travel bans and tighter fiscal restraints. Those same challenges still exist today, as healthcare professionals don’t always have the luxury of travelling across the country to attend conferences. In 2014, more than 2,000 viewers from 600-plus sites in 15 countries around the world logged on to watch Canada’s Forum. By combining in-person and virtual attendance, the Canadian Patient Safety Institute was able to disseminate the learning available through the Forum for an investment of about $135 per attendee, with additional benefits through the recordings available for access on the Canadian Patient Safety Institute website.

In a post-Forum survey of virtual participants, 75 per cent of respondents agreed or strongly agreed that what they learned at Canada’s Forum was applicable to the work they are doing and 80 per cent were satisfied with the quality of the speakers who were featured. Respondents who attended the Forum in person provided an average rating of 4.47 out of 5.0 when asked to evaluate the value of the conference relative to the price paid to attend.

Canada’s Forum was the first conference of its kind in Canada. As we head into our fifth year, not only are we hitting our stride and delivering an outstanding program, but we’re no longer the only game in town as others recognize the value of going virtual. We welcome the competition and look forward to pushing each other to be better because at the end of the day, patients and families are the ones who will benefit.

Canada’s Forum returns to an online device near you from October 28 to 30, 2015 and will be accessible to anyone, anywhere. Register at www.asklistentalk.ca
2014-15 by the numbers

- 290 participants in a total of seven invitational consortium, summit and roundtable meetings resulting in one Integrated Patient Safety Action Plan
- 2,900 healthcare leaders, providers and patients participate in our educational offerings
- 13,464 English and 1,719 French downloads of the Canadian Incident Analysis Framework
- 1,200 Global Patient Safety Alerts with 6,100 recommendations
- 2,019 organizations participate in Canadian Patient Safety Week (a 23 per cent increase over 2012)
- 1,580 packages distributed free of charge for Canadian Patient Safety Week including 30,000 posters and buttons, 150,000 Hands in Healthcare magazines, and other hand hygiene bookmarks, planning checklists, and many more promotional materials
- 223 in-person registrants and 2,030 viewers from 611 sites and 15 countries log-on for Canada’s Forum on Patient Safety and Quality Improvement
- 70,786 social media interactions (24 per cent increase) and 5,887 Twitter followers (25 per cent increase)
- 27,228 YouTube views totaling 69,467 minutes of estimated viewing time
- 7,836 English and 1,339 French downloads of the Safety Competencies
- 170 certified as PSEP – Canada Patient Safety Trainers
- 100 process and outcome measures across 14 interventions tracked by Patient Safety Metrics
- 5,000 studentships awarded to four graduate students
- 200 healthcare professionals attend the Atlantic Health Quality and Patient Safety Learning Exchange to learn from experts and one another
- 78.3 per cent of healthcare workers clean their hands - Canadian Hand Hygiene Audit
- 2,296 participants in Safer Healthcare Now! national calls
- 943 lines open for MedRec national calls
- 1,201 organizations enrolled in Safer Healthcare Now!, of which 524 submitted more than 7,500 worksheets
- 20 patient videos produced with five featuring Patients for Patient Safety Canada members
- 60 volunteers in Patients for Patient Safety Canada network represent the patient and family voice at over 100 events
- Six sessions in governance held to help healthcare Boards implement an evidence-informed approach, with over 200 participants
- 41 participants from Canada, Hong Kong and Saudi Arabia complete the Canadian Patient Safety Officer Course
- 1,406 Canadian sites register for STOP! Clean Your Hands Day – the third highest participation in the world
- 12,993 English and 1,339 French downloads of the Safety Competencies
- 170 certified as PSEP – Canada Patient Safety Trainers
- 100 process and outcome measures across 14 interventions tracked by Patient Safety Metrics
- $5,000 studentships awarded to four graduate students
- 200 healthcare professionals attend the Atlantic Health Quality and Patient Safety Learning Exchange to learn from experts and one another

NOTE: Total program cost or investment referred to above includes the 2014-15 direct expenses and staffing costs of the program, less any associated revenues, but does not include allocation of corporate overhead.
We thank you.

Canadian Patient Safety Institute
www.patientsafetyinstitute.ca

Head Office
Suite 1400, 10025–102A Avenue
Edmonton, Alberta T5J 2Z2
Phone: 780.409.8090
Fax: 780.409.8098
Toll Free: 1.866.421.6933

The Canadian Patient Safety Institute would like to acknowledge funding support from Health Canada. The views expressed here do not necessarily represent the views of Health Canada.