

Patients for Patient Safety Canada Annual Report 2019 - 2020

Participation and Key Accomplishments

This report summarizes the activities of Patients for Patient Safety Canada (PFPSC) in the last fiscal year (April 1, 2019 to March 31, 2020).

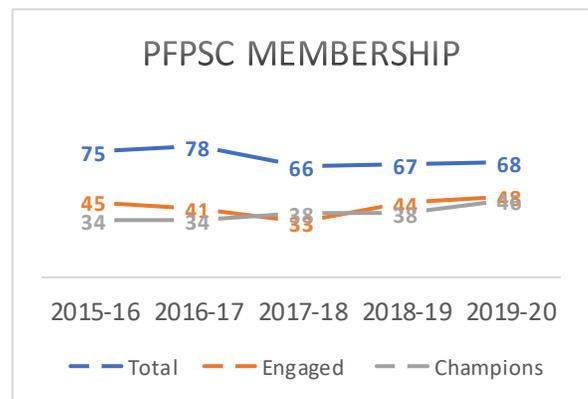
Every year PFPSC members contribute to approximately 100 requests for participation (*see below*). They are tracked in an excel document and categorized using fields determined in the 2014 independent evaluation of PFPSC and confirmed yearly with the Co-chairs. The participation requests are managed following a process determined by the PFPSC Participation Committee which is revised every year.

Membership

The number of PFPSC members fluctuates each year as new members join our group and current members step back or leave the group. At the moment we have 68 members (8 new members joined, 6 members stepped back or left our group).

In 2020, we proudly celebrate 20 members who reached the 10-year anniversary as PFPSC volunteers.

The goal of PFPSC is to engage as many members as possible in participation requests. This year 48 (of 68) of our members were active, meaning that they contributed to at least one request to shape a policy, practice or program and/or a PFPSC working group to recruit, orient, engage or support our members and internal processes. This includes 2 of the 8 new members.



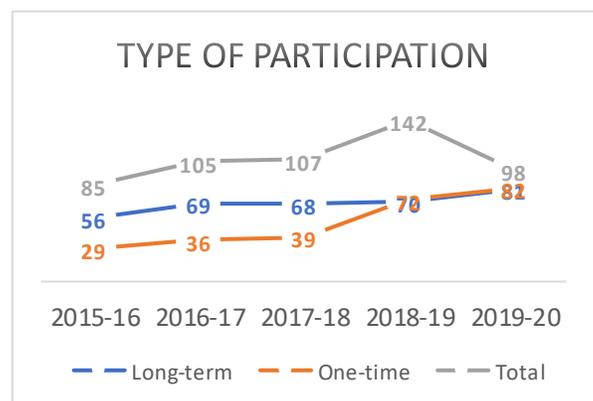
This year 8 more members received the Patient Safety Champion designation, raising the total number to 46. This is a special recognition offered to PFPSC members at a special workshop sanctioned by the World Health Organization (WHO). PFPSC is the Canadian arm of the WHO Patients for Patient Safety Global Network.

Type of Participation

PFPSC classifies the types of participation as follows:

- Long-term participation - e.g. committee or working group member that develops policies, programs, tools, etc;
- One-time participation – e.g. speaking engagements, videos, short written articles

Over the years we noticed a trend where we increasingly receive requests for long-term participation. The majority of the participation requests carry over from one year to another (65). This year we had 16 new requests.



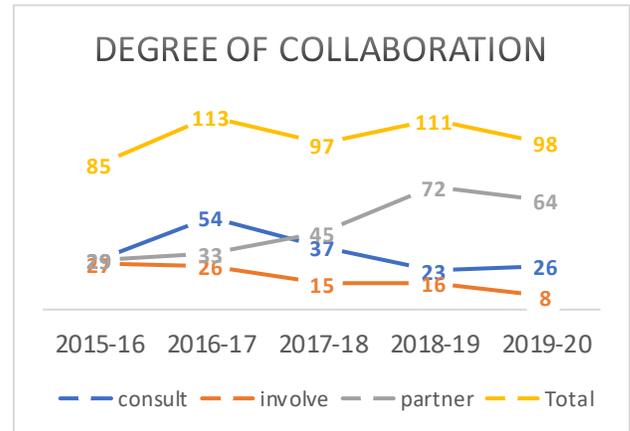
Degree of Collaboration

PFSPC classifies the degrees of collaboration as follows:

- Consult (e.g. share experience, provide input via focus group, survey, etc)
- Involve (e.g. advisor, influence decisions, priorities)
- Partner (e.g. co-lead, contribute to direction, decisions and/or resource allocation)

Our objective is not to have a large number of collaborations but rather to engage in the most appropriate way respecting our expertise and vision.

Several collaborations required intense contribution from our members including: the Patient Roundtables, the Canadian Quality and Patient Safety Framework for Health Services, and the Policy, Legal and Regulatory Affairs Advisory Committee.



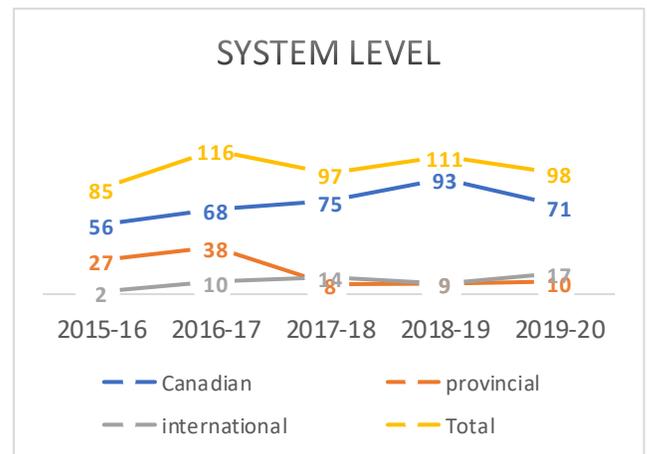
System Level

The requests are also categorized as follows:

- Canadian
- Provincial or Territorial
- International

Over the years there has been a consistent presence of PFPSC members at Canadian level and an international level.

Since 2018 PFPSC has led the development of the **Patient Alliance for Patient Safety** in recognition of the many other organizations who engage patient partners in their work. This network of networks facilitates patient engagement at all system levels, helps coordinate efforts and build capacity across Canada.



Requesting organizations

In 2020 the organizations who requested PFPSC's contribution are:

- CPSI = 47
- Organizations who had partnered with PFPSC in the past = 44
- Organizations who engaged PFPSC for the first time = 5

PFPSA Accomplishments

This is a selection of PFPSA's accomplishments during the year as they relate to the PFPSA strategic goals. All PFPSA goals are implemented in partnership with CPSI

Be the best in class patient group by improving our internal processes and support for all our members

- *Established informal virtual meetings of our members every two weeks for discussion and support*
- *Held an in-person meeting which included a visit to the Human Rights Museum which was very empowering and enriching for those who attended*
- *Have a succession plan in place for a new Co-Chair who will start Sept. 1.*
- *Recruited a Co-chair of the Government Relations Committee.*
- *Facilitated a showing and discussion of the film, *Greg's Wings* and *To Err is Human**
- *Developed a brochure which describes the work of PFPSA (available for members and the public).*
- *The Canadian College of Health Leaders honored Maryann Murray of PFPSA and Sandi Kossey of CPSI with the Human Spirit Award for over a decade of leadership in medication safety efforts in Canada and Globally*
- *Several members have been trained in how to engage with media effectively*

Increase public awareness and knowledge of safety and empower active participation

- *2 members have been participating on a Health Canada Committee related to improving the labelling of non-prescription health care products to address safety issues*
- *Active participation in the *Conquer Silence*, *Stop Clean your Hands*, *Canadian Patient Safety Week*, and *Antimicrobial Awareness Week* campaigns*
- *Early stages of examining the potential to have patient safety in health care be addressed as a human right in Canada*
- *Celebrated the first World Patient Safety Day on September 17, 2019*
- *Contributed to the development, launch and maintenance of the *Conquer Silence* campaign*
- *Contributed to various webinars on general patient safety, patient/family engagement in safety and medication safety*
- *Contributed to development and launch of *Safe Surgery* guides for patients – e.g. *A Guide to Bowel Surgery* released April 2019*

Partner with provinces and other patient groups related to patient safety

- *Three members continue to be involved in developing and evaluating the *Canadian Quality and Patient Safety Framework* for health and social services*
- *Contributed to the *Policy Legal and Regulatory Affairs Advisory Committee* of CPSI and to *Strengthening Commitment for Improvement Together – a Policy Framework for Patient Safety*.*
- *Facilitated ongoing meetings with the *Patient Alliance for Patient Safety* which now has 20 member organizations, and which is poised to work together on increasing public awareness regarding the lack of safety in health care in Canada*
- *Organized and held very successful five patient roundtable discussions on patient safety issues with Ministries of Health and patients from Newfoundland, Prince Edward Island, Nova Scotia, Manitoba and Alberta. Follow up with each Province is planned and plans are in place to reach out to the rest of the provinces and territories in Canada.*

- Contributed to several WHO patient safety initiatives including developing a global strategy and action plan on ageing and health and on patient safety.
- Contributed to CSA Guidelines for disinfection and cleaning (which will form a national standard)

Capture and share positive outcomes

- Contributed a chapter to a book focused on patient engagement in quality and safety
- Co-authored every article published in [Health Quarterly Volume 22](#), a Longwoods special issue on Patient Safety, published in early 2020
- Contributed to the Excellence in Patient Engagement for Patient Safety annual recognition program which enhances HSO's Leading Practices Library
- Contributed to Canadian Anesthesia Research Priority Setting Partnership in the implementation of the James Lind approach to identify top 10 patient-oriented research questions.
- Contributed as team members and coaches to four safety improvement projects where 30 health teams from across Canada participated in a learning collaborative.

Help improve reporting and learning from harm

- PFPSC Member co-chairs a project to strengthen consumer participation in Canadian medication incident reporting and learning (led by the Institute for Safe Medication Practices Canada)
- Member representing PFPSC on implementation of [Vanessa's law](#)
- Co-chairing research project exploring the meaning, measurement and monitoring of safety through the eyes of patients, caregivers and providers. The findings will inform patient safety practices enabled through the Measurement and Monitoring of Safety Framework.

Advocate for support structures and resources to help patients/families heal after harm

- Have developed a strategy to improve processes and procedures in place after harm occurs. This topic is of interest to many of our members which was demonstrated at our in-person meeting in November. Members are eager to establish and/or influence processes and procedures which would be more supportive of patients when harm occurs and which are underpinned by transparency, learning and healing. Members expressed concern that certain structures (organizational/legislative) impede efforts to resolve conflict and achieve healing after harm occurs.

Improve medication safety

- Contributed to the implementation of [Vanessa's Law](#)
- Partnered with ISMP Canada on initiatives related to medication safety, opioid safety, medication incident reporting and learning,
- Contribute to the medication safety coalition
- Partner on Health Canada's self-care framework (natural and non-prescription health products).