



Ipsos Public Affairs



Canadian Patient Safety Institute

# Patient Safety in Canada

April 2018

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GAME CHANGERS



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# Background and Methodology

## Background

The Canadian Safety Institute sought to obtain a baseline read of Canadian's understanding of patient safety, with the main objectives of:

- Assessing knowledge of patient safety and Patient Safety Incidents (PSIs) in Canada;
- Understanding how Canadians prioritize patient safety;
- Determining how Canadians would like to receive information about patient safety, if at all; and,
- Assessing experience with PSIs.

## Methodology



**Canadians 18 years or older**



**10-minute survey run on Ipsos' iSay Panel**



**March 20-23, 2018**



**1,003 completed surveys  
Credibility interval +/-3.5%\***



**Survey data weighted by:**

- Gender
- Age
- Region
- Income

# Executive Summary

# Executive Summary

## Canadians show limited knowledge of patient safety

- Three in 10 Canadians say they know patient safety very well/know a fair amount, over 4 in 10 say they know just a little with 2 in 10 saying they've heard of it, but know nothing about it; 5% say they've never heard of it.
- Few were able to correctly identify where Patient Safety Incidents (PSIs) rank in terms of causes of death in Canada, with nearly half ranking it outside of the top 5 and 2 in 10 saying they don't. When told PSIs cost an additional \$2.75 billion in healthcare treatment costs per year, 6 in 10 said this was higher than they expected, with 1 in 3 saying it was *much* higher.
- In terms of health care priorities, patient safety ranked near the bottom before any information on PSIs was provided.
- However, when presented with the facts on patient safety in Canada discussed above, including how many deaths are claimed by PSIs and the additional financial costs of PSIs each year, Canadians place a much higher priority on addressing patient safety, and in fact rank it as the most pressing priority.

## One in 3 Canadians have experienced a PSI

- One in 10 have personally experienced a PSI, with 1 in 4 saying a loved one has (33% either). Caregivers and those with a chronic illness are significantly more likely to have experienced a PSI, both personally and having a family member who experienced one.
- Misdiagnosis, falls, infections and mistakes during treatment are the most common types of PSIs. Those who have experienced a PSI most commonly cite distracted or overlooked HCPs as the biggest contributing factors that led to the incident.

# Executive Summary

## Canadians are concerned about PSIs and want more information

- Three in 4 Canadians, and 9 in 10 of those who experienced a PSI are concerned about personally experiencing a PSI, or having their loved one go through one, including 3 in 10 who are *very* concerned nationally, and half of those who experienced a PSI.
- Three in 10 believe patient safety has gotten worse in Canada over the last 5 years nationally (4 in 10 among those who experienced a PSI).
- Three-quarters of Canadians say they are interested in learning how to keep safe in healthcare, with 8 in 10 saying they want this information from doctors. Print, digital and in-person are the preferred ways to receive this information.

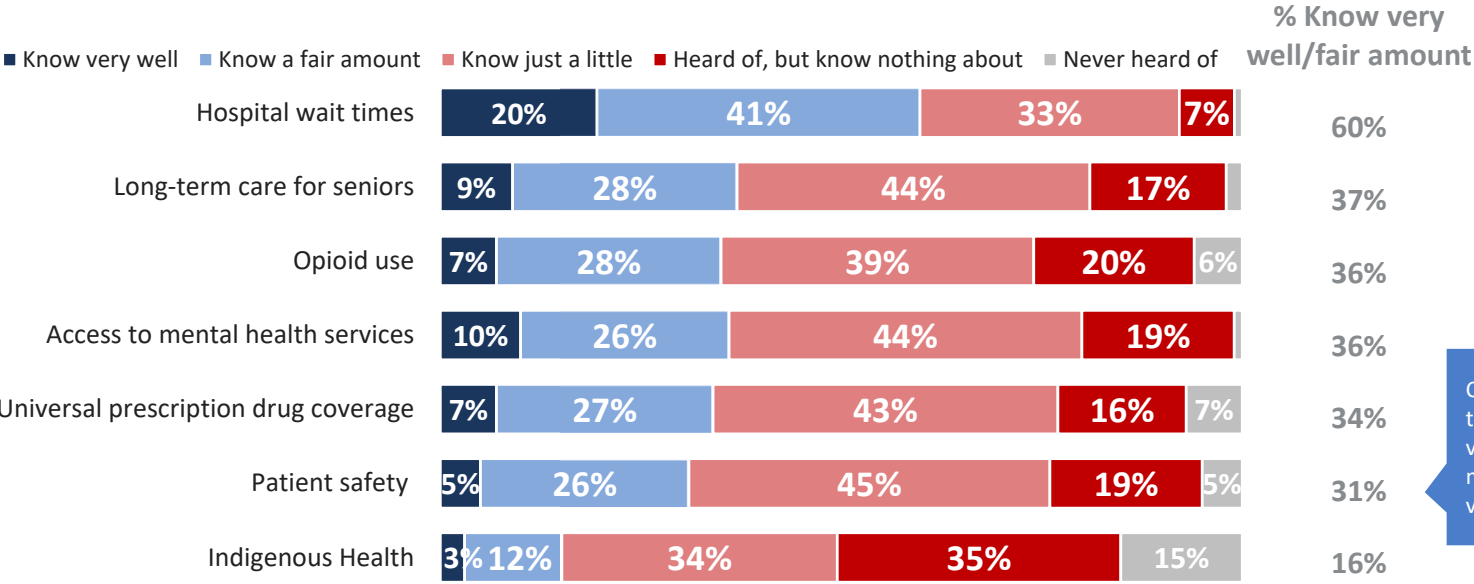
## Recommendations

- Increasing awareness of patient safety is key, not just about how Canadians can stay safe, but on the toll PSIs take both in terms of lives lost and increased costs. Before being presented with information on PSIs, Canadians place a low priority on patient safety, but after they are exposed to facts about PSIs, a much higher priority is placed on patient safety. This suggests Canadians are not aware how serious of an issue patient safety is, and education is needed to close the gap. As mentioned above, there is an appetite for knowledge, and print, digital and in-person would be the best mediums to deliver information.

# Patient Safety Awareness

# Knowledge of Canadian Health Care Issues

Three in 10 say they know patient safety very well/know a fair amount, with over 4 in 10 saying they know just a little, and 2 in 10 saying they've heard of it, but know nothing about it; only 5% say they've never heard of it. Caregivers and those with a chronic illness are significantly more likely to say they are knowledgeable about patient safety. Canadians are most knowledgeable about hospital wait times, with 6 in 10 saying they know it very well/know a fair amount. With the exception of Indigenous, knowledge of other issues is fairly uniform.



Caregivers (41% vs. 24% not) and those with a chronic illness (40% vs. 28% none) are significantly more likely to say they know very well/a fair amount.

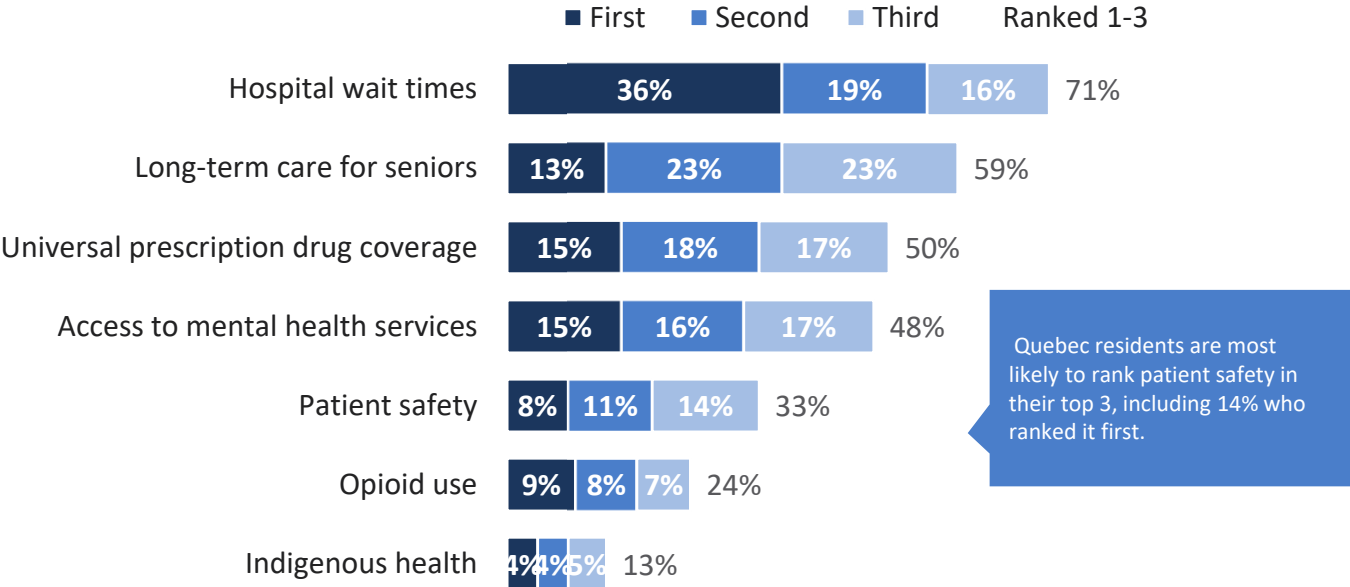
Data under 3% not labelled

© 2018 Ipsos A1. In terms of the following health care issues in Canada, would you say you...  
Base: All respondents (n=1003)



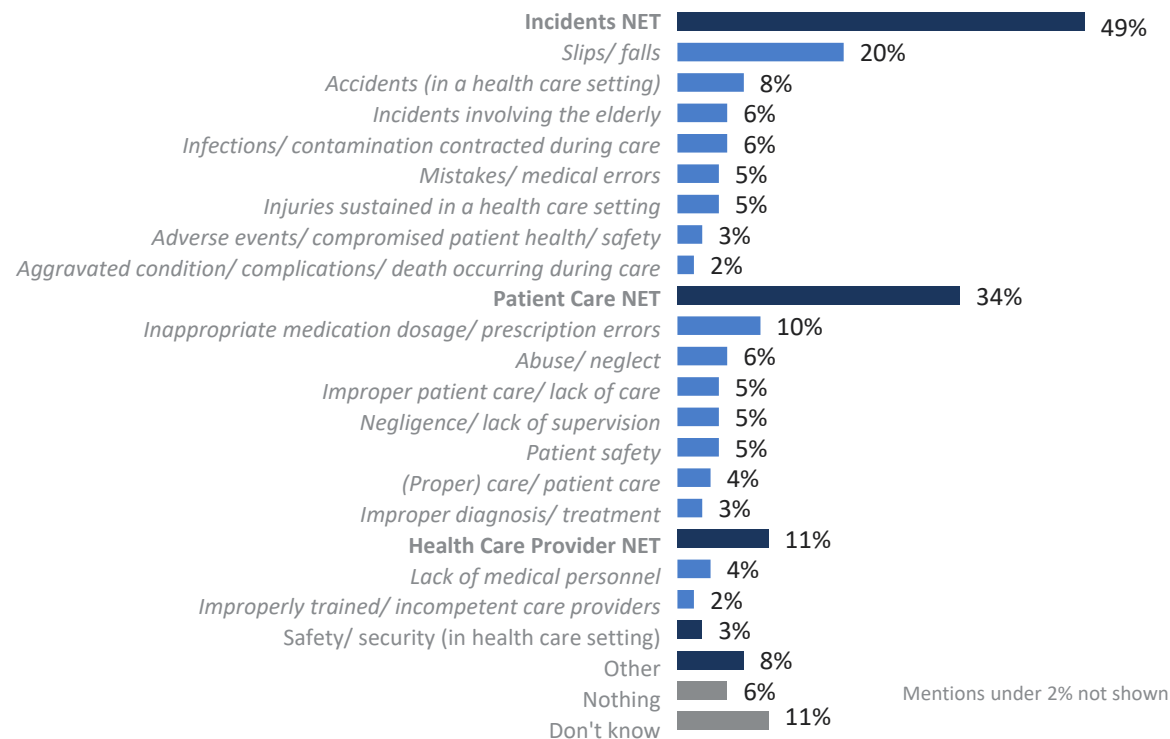
# Health Care Issue Priorities

In terms of priorities for the Canadian healthcare system, a third of Canadians rank patient safety in their top 3 priorities, with just under 1 in 10 ranking it first. At this stage, patient safety is one of the lower priorities for Canadians. The highest priority is placed on hospital wait times, with 7 in 10 ranking it in their top 3, and 1 in 3 ranking it first. This is followed by LTC for seniors, universal prescription drug coverage and access to mental health services.



## Top of Mind Patient Safety Incidents

Two in 10 cited slips/falls as the first thing that came to mind when they hear “patient safety incidents”, 1 in 10 say inappropriate medication dosage/prescription errors. Other mentions are accidents, incidents involving the elderly, infections during care and mistakes/medical errors; 1 in 10 say they don’t know.



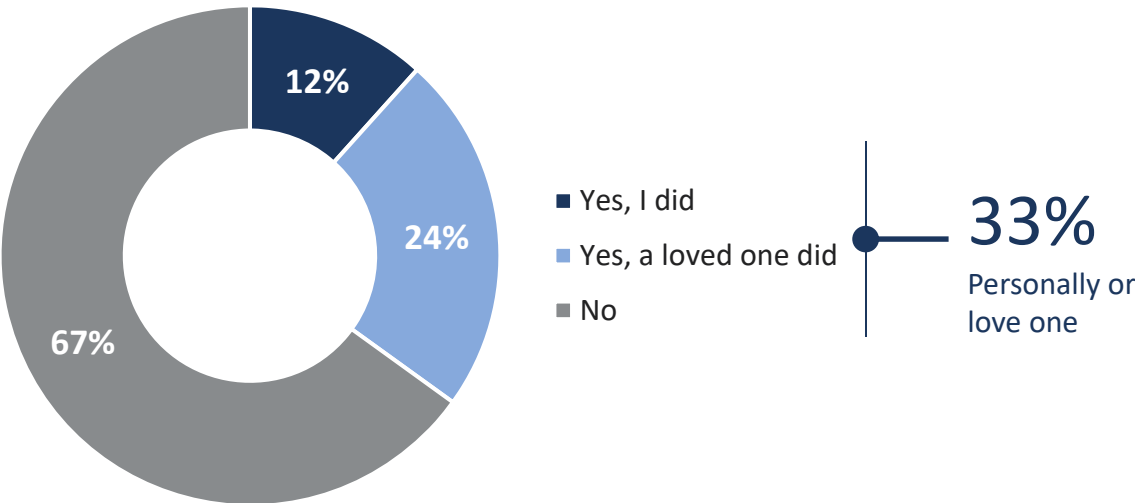
A3. When you hear the term “patient safety incidents”, what are the first things that come to mind?

Base: All respondents (n=1,003)

# Experience with Patient Safety Incidents

# Experience with Patient Safety Incidents (PSIs)

One in 3 Canadians have either personally experienced a PSI (12%) or have a loved one who did (24%). Caregivers and those with a chronic illness are significantly more likely to have experience with PSIs, both personally, and through a loved one.



	Caregiver		Chronic Illness	
	Yes	No	Yes	No
Yes NET	<b>48%</b>	22%	<b>45%</b>	28%
Yes, I did	<b>17%</b>	7%	<b>20%</b>	8%
Yes, a loved one	<b>34%</b>	16%	<b>29%</b>	21%

*Green, bold font indicates significantly higher than other subgroup.*

A4. Patient Safety Incidents (PSIs) are preventable harm to patients resulting in prolonged healthcare, disability or death. Examples of Patient Safety Incidents include contracting infections, falls, incorrect diagnosis, being prescribed the wrong medication/wrong dosage, etc.  
 Base: Base: All respondents (n=1003)

## Type of Incident Experienced

Misdiagnosis, falls, infections, mistakes during treatment and getting the wrong medication are the most common PSIs experienced. Those who personally experienced a PSI were significantly more likely to say they received the wrong medication, providers gave different instructions or accidentally took too much medication. Those who said their loved one experienced a PSI, were most likely to say it was a fall.

		<u>Personally Experienced</u>	<u>Loved one</u>
Misdiagnosis	33%	39%	30%
Fell down	30%	19%	<b>35%</b>
Got an infection after treatment	25%	25%	25%
Mistake made during treatment	23%	28%	20%
Doctor gave wrong medication	21%	<b>28%</b>	18%
Given the wrong medication dose	15%	12%	16%
Received unnecessary treatment	14%	14%	14%
Providers gave different instructions	11%	<b>15%</b>	8%
Accidentally took too much medication	8%	<b>15%</b>	5%
Got a bed sore	6%	7%	6%
Pharmacy gave wrong medication	5%	6%	4%
Other	6%	6%	6%

*Green, bold font indicates significantly higher than other subgroup.*

## Factors that Led to the Incident

Those who experienced a PSI believe that a lack of attention to detail was the largest contributing factor to the incident. This is followed by a range of provider related factors, including overworked/distracted providers, not listening, providers saying there was nothing wrong, not spending enough time with patients and a lack of communication among providers.

		<u>Personally Experienced</u>	<u>Loved one</u>
Lack of attention to detail	46%	50%	43%
Overworked or distracted providers	30%	29%	30%
Providers not listening	27%	26%	27%
Providers saying there was nothing wrong when there was	27%	24%	28%
Providers not spending enough time with the patient	26%	<b>33%</b>	23%
Lack of communication among providers	25%	19%	<b>29%</b>
Poorly trained providers	23%	29%	20%
Lack of follow-up care	22%	17%	25%
I / My loved one was given too many unnecessary treatments	13%	<b>20%</b>	10%
Complicated medical care	12%	8%	14%
Providers not discussing goals or treatment choices	10%	11%	10%
No clear leader of care	10%	10%	10%
I / My loved one was unable to reach provider	10%	9%	10%
I / My loved one couldn't see my / their own medical records	6%	<b>12%</b>	3%
Providers not washing their hands	6%	7%	5%
Providers not knowing about care received elsewhere	5%	3%	6%
I / My loved one misunderstood my / their care plan	4%	<b>8%</b>	2%
Out-of-date medical records	4%	7%	3%
No qualified translator	4%	7%	3%
Other	8%	4%	9%
Don't Know	6%	6%	6%

*Green, bold font indicates significantly higher than other subgroup.*

© 2018 Ipsos A6. What factors do you think led to the incident [IF Q4=1 you IF Q4=2 your loved one] experienced? Please select all that apply. Base: Experienced PSI: Total (n=346), Personally (n=129), Loved one (n=217)



# Number of Contributing Factors that Led to the Incident

One in 4 say 5 or more factors contributed to the PSI they experienced, with over half (56%) saying 3 or more factors led to the incident.

Number of Factors	Net Experienced PSI	Personally	Loved one
1	26%	20%	29%
2	19%	20%	18%
3	20%	22%	19%
4	12%	14%	10%
5+	24%	23%	24%

## Facility/Provider Response to the Incident

One in 4 say someone apologized for the incident, however, an equal amount say the facility/provider denied responsibility. About 1 in 10 say the facility tried to prevent them from getting information, were secretive in the investigation, and altered medical records.

		Personally Experienced	Loved one
Someone apologized for the incident	26%	24%	26%
The facility/provider denied responsibility	24%	26%	23%
Someone took responsibility for the error	18%	11%	<b>21%</b>
Someone spoke openly about the error	17%	<b>25%</b>	13%
Someone refused to apologize	17%	21%	15%
The facility tried to prevent me / my loved one from getting information	12%	15%	10%
The facility was secretive in the investigation	10%	14%	8%
I / My loved one was offered compensation	9%	<b>14%</b>	6%
The facility altered medical records	8%	10%	6%
I / My loved one was included in the investigation	7%	10%	5%
The facility required payment for medical records	4%	<b>7%</b>	2%
Other	15%	9%	<b>18%</b>
Nothing	6%	3%	7%

\*Responses have been re-based to exclude don't know **Don't know 20%**

A7. How did the facility or health care provider respond to the incident? Please select all that apply  
 Base: Experienced PSI: Total (n=276), Personally (n=103), Loved one (n=173), excludes DK

**22%** **19%**  
*Green, bold font indicates significantly higher than other subgroup.*

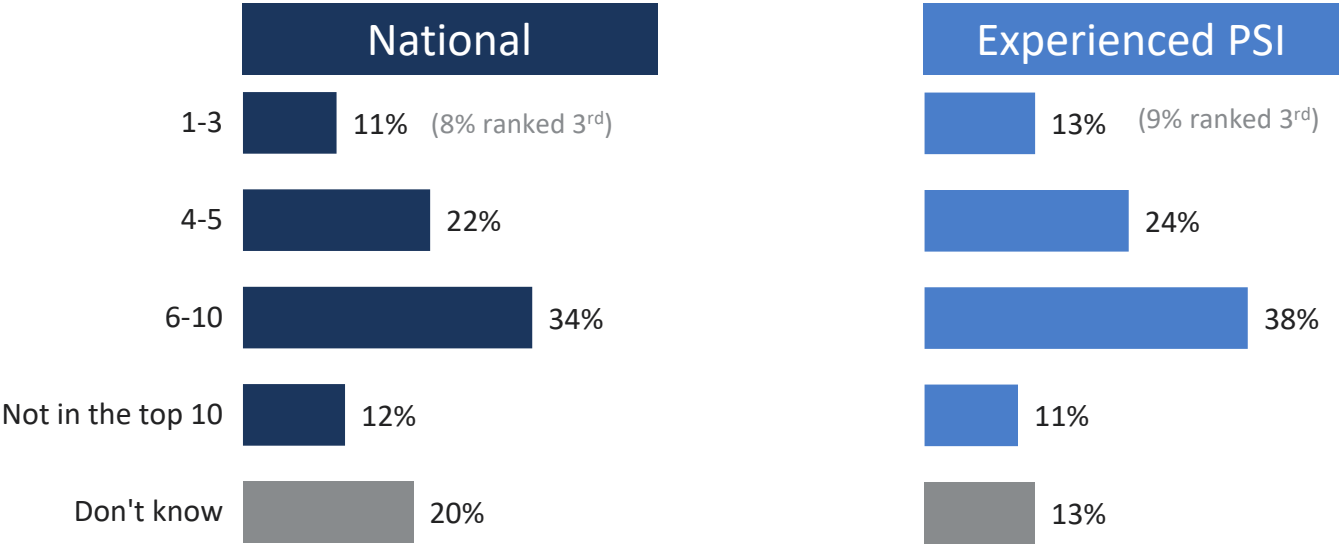


# Patient Safety Knowledge and Concern

# Where Do PSIs Rank in Causes of Death?

About 1 in 10 correctly say that PSIs are the third leading cause of death in Canada (same among those who have experience with PSIs). Half of Canadians (and those who have experienced PSIs) rank PSIs outside of the top 5 causes of death, with 1 in 10 ranking them outside of the top 10; 2 in 10 say they don't know (over 1 in 10 among those who experienced a PSI).

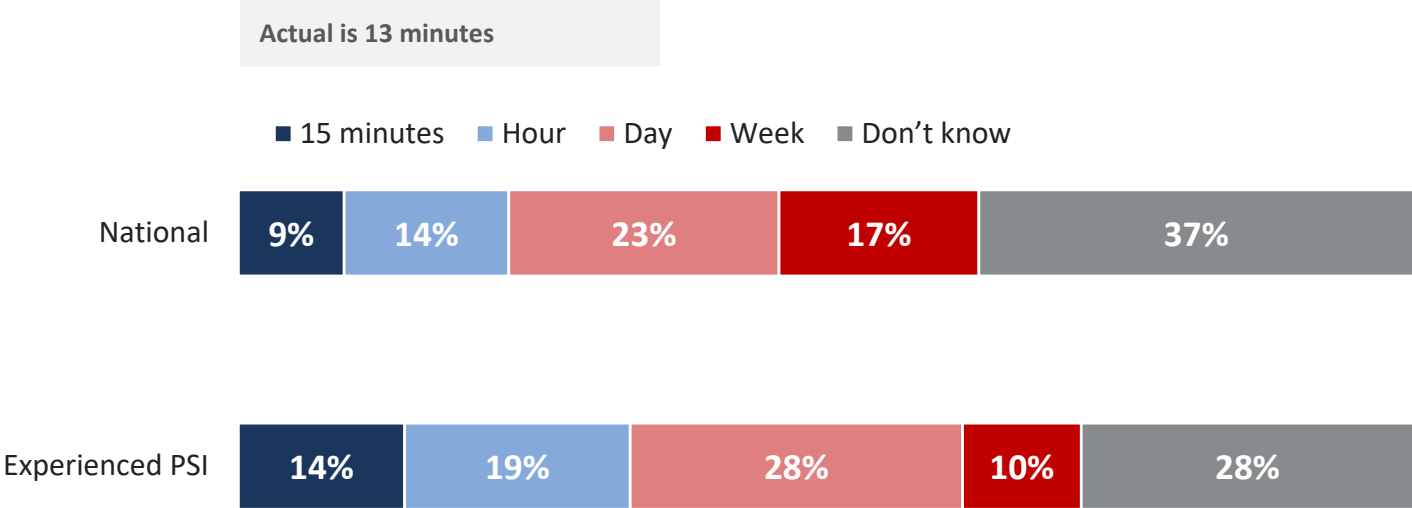
PSIs are the 3rd leading cause of death in Canada



A11a. In terms of leading causes of death in Canada, where do you think Patient Safety Incidents rank? Please give your best guess.  
 Base: All respondents (n=1003), Experienced PSI (n=346)

# How Often do PSIs Result in Death?

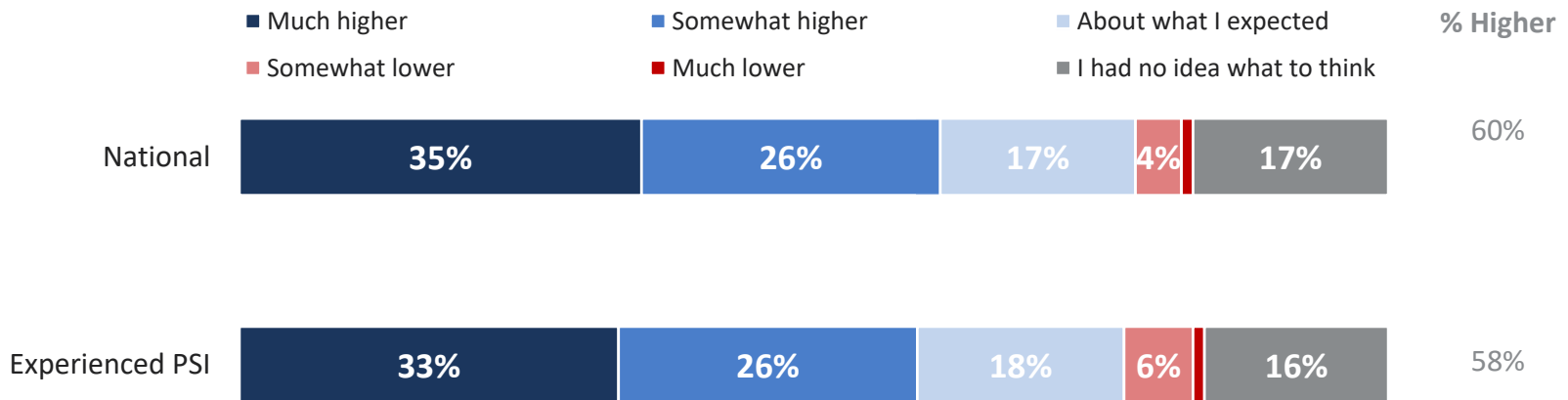
One in 10 Canadians believe that someone dies from a PSI every 15 minutes in Canada (14% among those who have experienced a PSI). Responses for other time frames vary, with nearly 4 in 10 Canadians saying they don't know (3 in 10 among those who have experienced a PSI).



© 2018 Ipsos A11b. About how often do you think someone dies in Canada from a Patient Safety Incident, about once every...  
 Base: All respondents (n=1003), Experienced PSI (n=346)

## The Cost of Patient Safety Incidents

Six in 10 say the \$2.75 billion is higher than they expected, with 1 in 3 saying it was much higher; this is true both nationally, and among those who have experienced a PSI.



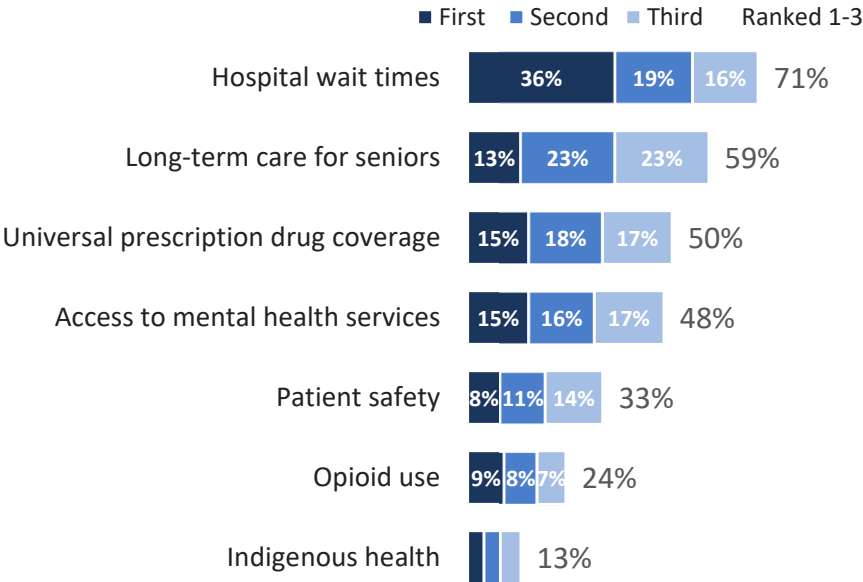
Data under 3% not labelled

© 2018 Ipsos A11c. Patient Safety Incidents cost an additional \$2.75 billion healthcare treatment costs per year, would you say this is higher or lower than you expected? Base: All respondents (n=848), Experienced PSI (n=294) excludes DK

# Health Care Issue Priorities

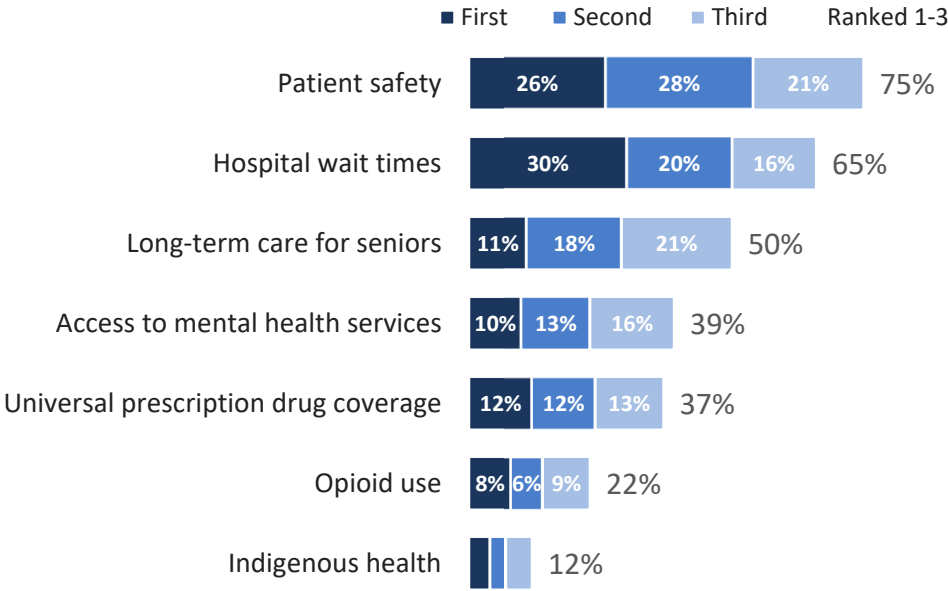
Once presented with facts about the cost (both in terms of lives and financial) of PSIs, Canadians place a much higher priority on addressing them, with 3 in 4 ranking it in their top 3 (compared to originally 1 in 3), including 1 in 4 ranking PSIs as the first priority.

## Original Ranking



A2. Please rank the following issues in terms of priorities for the Canadian healthcare system. Please rank your top 3 by selecting 1 for the issue you think is most important, 2 for second most important, 3 for third most important. Base: All respondents (n=1003)

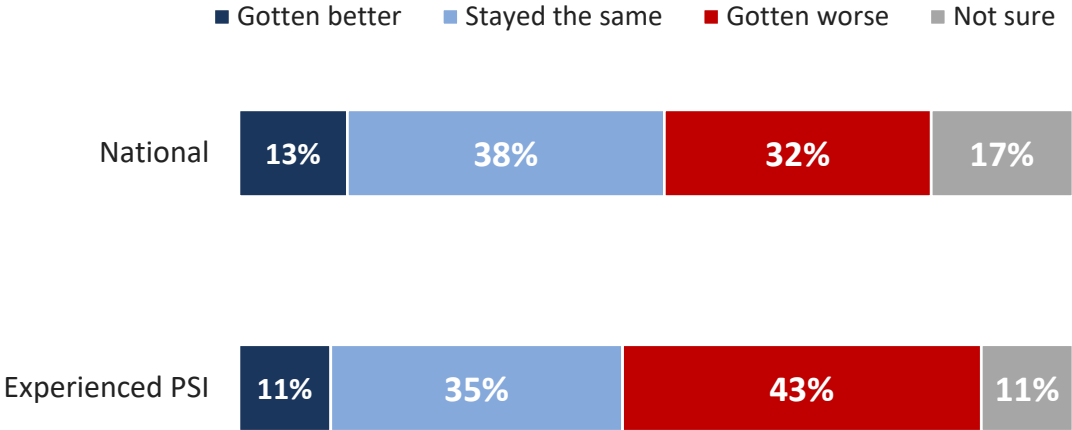
## Ranking After PSI Facts



A12. In fact, Patient Safety Incidents are the third leading cause of death in Canada and as mentioned, cost an additional \$2.75 billion healthcare treatment costs per year. Does knowing this change your priorities for the Canadian healthcare system? Base: All respondents (n=1003)

# Has Patient Safety Gotten Better or Worse in the Past 5 Years?

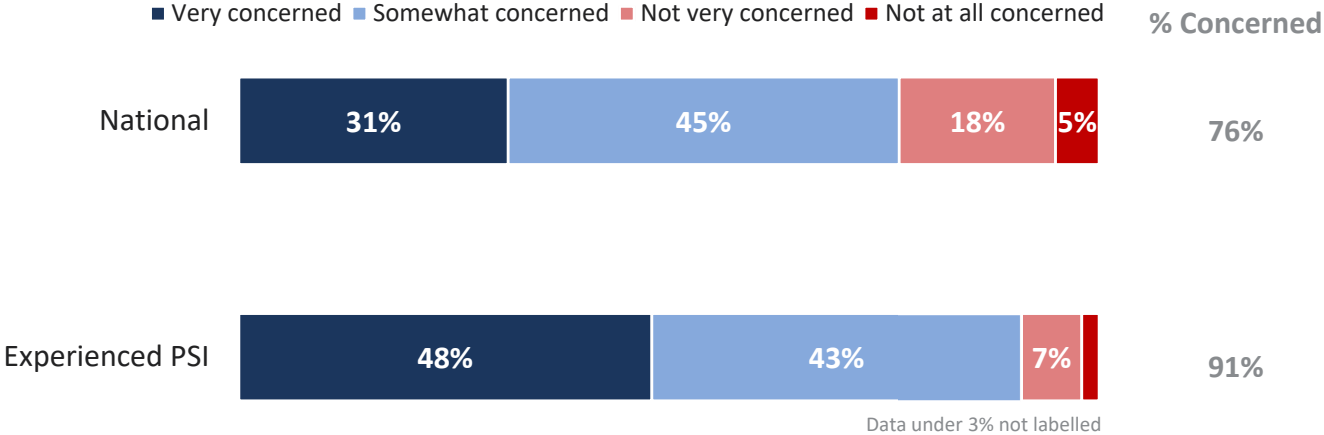
Three in 10 Canadians, and 4 in 10 who have experienced a PSI, believe that patient safety has gotten worse over the past 5 years, with only 1 in 10 believe it has gotten better. Those with a chronic illness, caregivers, Canadians 55 and older, and Quebec residents are more likely to believe it has gotten worse.



Those with a chronic illness (43% vs. 28% none), caregivers (39% vs. 28% not), those 55+ (42% vs. 32% 35-54, 19% 18-34) and Quebec residents (39% vs. 29% Ontario) are all more likely to believe patient safety has gotten *worse*.

# Concern Over Patient Safety Incidents

Three-quarters of Canadians are concerned about experiencing a PSI, including 3 in 10 who are *very* concerned. This is higher among those who have experience with PSIs, with 9 in 10 concerned, and nearly half being *very* concerned. Those with a chronic illness, caregivers, women and those 55+ are all more likely to be concerned.

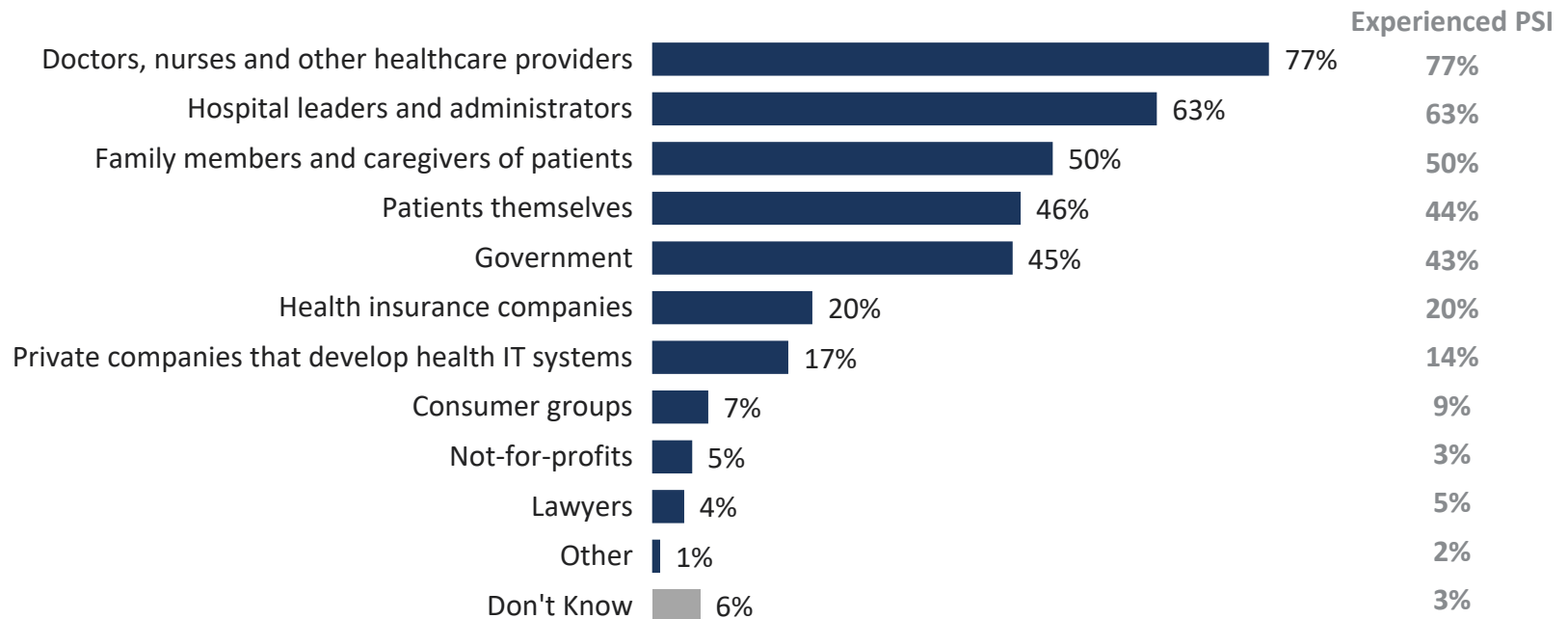


Those with a chronic illness (87% vs. 72% none), caregivers (84% vs. 71% not), women (81% vs. 72% men) and those 55+ (81% vs. 74% under 55) are all more likely to be concerned.

© 2018 Ipsos A8. How concerned are you about you or a loved one experiencing a Patient Safety Incident [IF A4=ANY YES again]? Base: All respondents (n=1003), Experienced PSI (n=346)

## Who Holds Responsibility for Ensuring Patient Safety?

These responses show that Canadians don't see the responsibility resting with one entity, but rather it is a shared responsibility between HCPs, hospitals leaders/administrators, family members/caregivers of patients, the patients themselves, and government. Responses are consistent nationally and among those who have experienced a PSI.



© 2018 Ipsos A10. Which of the following do you think has a responsibility for ensuring patient safety? Please select all that apply.  
 Base: Base: All respondents (n=1003), Experienced PSI (n=346)



# Patient Safety Information

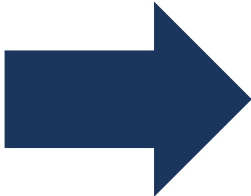
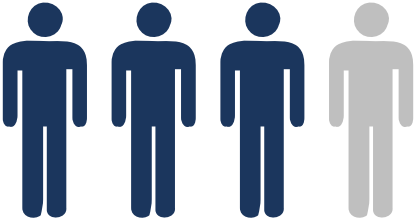
# Interest in Learning About Patient Safety

Three in 4 Canadians are interested in learning how to keep safe in healthcare, with 8 in 10 saying they'd like to receive this information from a HCP; print, digital and in-person are the most preferred delivery formats.

## Interest in Learning How to Keep Safe

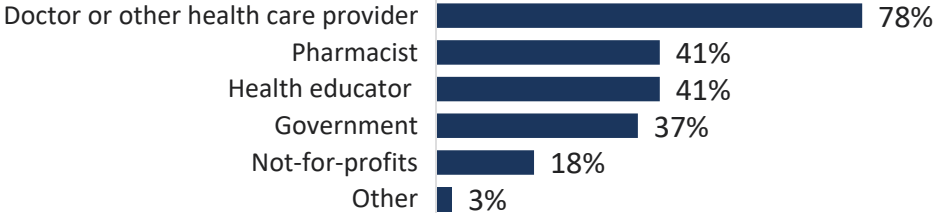
**77%**

Interested in learning how to keep safe in healthcare

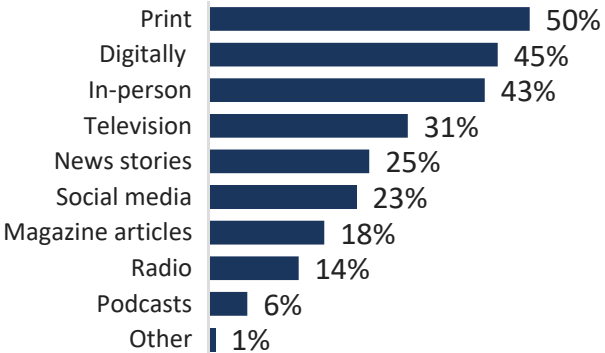


Those who have experienced a PSI (84% vs. 74% no), caregivers (84% vs. 71% not), those with a chronic illness (83% vs. 74% none) and women (80% vs. 73% men) show more interest in learning how to keep safe.

## From who?



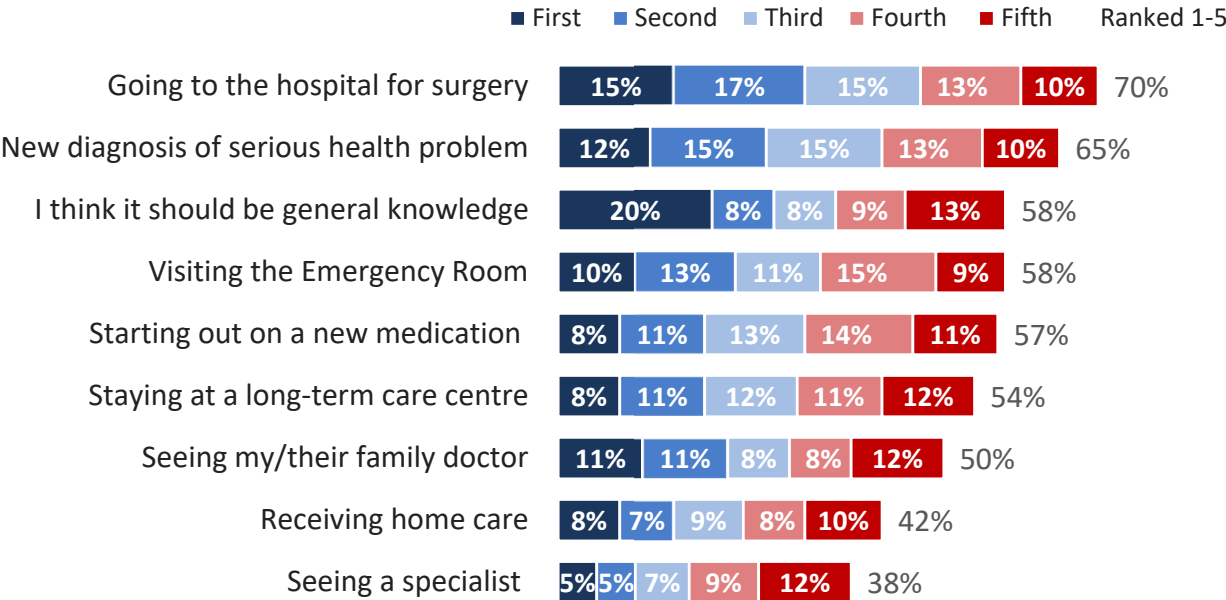
## How?



A13. Would you be interested in learning how to keep safe in healthcare? Base: All respondents (n=1003)  
 A14. Who would you prefer to receive information on patient safety from? Please select all that apply Base: Interested in learning more (n=787)  
 A15. And how would you prefer to receive information on patient safety? Base: Interested in learning more (n=787)

# When Would Patient Safety be Most Important?

Going to the hospital for surgery, new diagnosis of serious health problem and thinking it should be general knowledge (including 2 in 10 who ranked this first) are seen as the most important times to have information about patient safety.



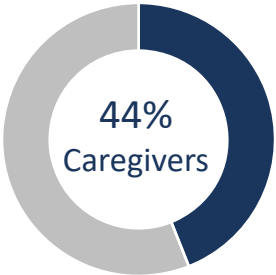
© 2018 Ipsos A16. When would information about patient safety be most important to you or your loved ones? Please select the 5 you think would be most important. Base: Interested in learning more (n=787)



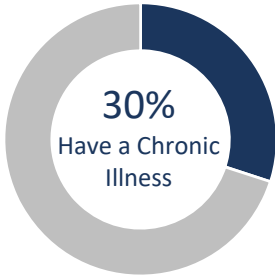
# Appendix

# Health System Contact

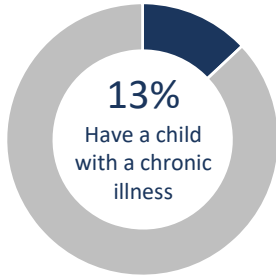
Caregivers



Suffer from Chronic Illness



Children Suffer from Chronic Illness



- B1. Do you have any adult family members, relatives or close friends that you personally help or have helped in a substantial way to deal with their healthcare issues, accessing the system, going for tests, getting medications, talking about their health, etc.? Base: All respondents (n=1003)
- B2. Do you suffer from any chronic disease or illness, i.e. a condition that has lasted more than 3 months? Common chronic conditions include arthritis, asthma, cancer, COPD, heart failure (CHF), diabetes and viral diseases such as hepatitis C and HIV/AIDS, or others. Base: All respondents (n=1003)
- B3. Do you have any children that suffer from any chronic disease or illness, i.e. a condition that has lasted more than 3 months? Common chronic conditions include arthritis, asthma, cancer, COPD, heart failure (CHF) diabetes and viral diseases such as hepatitis C and HIV/AIDS, or others. Base: Parents (n=199)

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