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CANADA DU CANADA

# Acting on Real-Time Patient Reports to Improve Safety

July 27, 2018

# Excellence in Patient Engagement for Patient Safety



## Recognition for Programs that Lead the Way to Safer Healthcare

Organizations across the country are making changes that truly make a difference by partnering with patients and families in patient safety improvement. Several are introducing innovative programs co-designed with patients that have achieved outstanding results.

The Canadian Patient Safety Institute, [HealthCareCAN](#) and [Health Standards Organization](#), with support from [Patients for Patient Safety Canada](#), have partnered in a recognition program that aims to identify, celebrate and disseminate leading practices in patient engagement for patient safety.

The Excellence in Patient Engagement for Patient Safety program proudly recognizes 15 leading practices that have led to measurable results. For example, the Centre for Addiction and Mental Health reduced preventable medication errors from 36 to 12 within six months and caught 954 patient identification errors - up from 483 - because they adapted their patient identification process to fit the needs of patients. Another example is the BC Children's Hospital who developed an innovative way to solicit feedback about safety risks and gaps in processes from patients and families - then used the feedback to inform improvement initiatives!

Teams from the two organizations mentioned above, each consisting of a staff leader and a patient partner, were invited to present their successes and lessons learned at the National Health Leadership Conference in June. Each of the 15 organizations listed below were

## Patient Safety Champion Awards





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# Virtual Housekeeping

- Slides and recording will be posted online
- Participant list is visible
- Dialogue via chat (participants only)
- Tweet @ #pfpsc; #everypatientsafe
- Evaluation at the end
- » Getting to know each other: city, role



The screenshot shows a virtual meeting interface. At the top, there is a 'Participants' window with a 'Speaking:' section. Below it, a 'Panelist: 1' section lists 'Gina Peck (Host, me)' with a video icon. Below that, an 'Attendee: 0' section is shown. A toolbar contains icons for hand, checkmark, X, back, forward, smile, and a dropdown menu. Below the toolbar are buttons for 'Make Presenter', 'Audio', and a menu icon. Below the toolbar is a 'Chat' window with a large empty text area. At the bottom of the chat window, there is a 'Send to:' dropdown menu set to 'All Participants', a text input field with placeholder text 'Select a participant in the Send to menu first, type chat message, and send...', and a 'Send' button. A red arrow points from the keyboard image to the 'Send to:' dropdown menu.

# Theresa Malloy Miller



Moderator

Member, Patients for Patient Safety Canada

# Objectives

At the end of the session leave with at least one practical idea for patient engagement in patient safety:

- Explore the three award-winning practices
- Learn more about each approach
- Reflect on how to apply it in your organization.

# Program Overview

Family Volunteers or Advisors Gathering Real-time Patient Experiences	Alberta Health Services
Q&A	
Patient's View: Engaging Patients and Families in Patient safety Incident Reporting	BC Children's Hospital
Q&A	
We Want to Hear from You: Fraser Health Real-time Experience Survey	Fraser Health (BC)
Q&A	
Recap, Evaluation	

## Family Volunteers or Advisors Gathering Real-time Patient Experiences



Kathy Kovacs Burns



Marian George



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# BC Children's Hospital

## Patient's View: Engaging Patients and Families in Patient safety Incident Reporting



Cathy Masuda, Leslie Louie



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## We Want to Hear from You: Fraser Health Real-time Experience Survey



Joshua Myers



Terry Brock



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# Recap, Evaluation

At the end of the session leave with at least one practical idea for patient engagement in patient safety:

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# Resources

- Excellence in Patient Engagement for Patient Safety
- Alberta Health Services: [Family Volunteers or Advisors Gathering Real-time Patient Experiences](#)
- BC Children's Hospital, an Agency of the Provincial Health Services Authority - [Patient's View: Engaging Patients and Families in Patient Safety Incident Reporting](#)
- Fraser Health (BC) - [We Want to Hear from You: Fraser Health Real-Time Experience Survey](#)
- [www.patientsforpatientsafety.ca](http://www.patientsforpatientsafety.ca)
- [www.patientsafetyinstitute.ca/engagingpatients](http://www.patientsafetyinstitute.ca/engagingpatients)
- [www.patientsafetyinstitute.ca/EngagingPatients](http://www.patientsafetyinstitute.ca/EngagingPatients)

**Thank You**  
*Mahalo*  
**Kiitos**  
*Tack*  
**Multumesc**  
*Grazie*  
**Thanks**  
*Toda*  
**Shukria**  
*شكراً*  
**Obrigado**  
*Takk*  
**Asante**  
**Gracias**  
**Merci**  
*Dhanyaawaad*

Contact us: [patients@cpsi-icsp.ca](mailto:patients@cpsi-icsp.ca); #pfpsc; #everypatientsafe