

May 27, 2009



Department of Health Patient Safety Strategy 2009-2012

ONE ISLAND FUTURE



ONE ISLAND HEALTH SYSTEM

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PEI Department of Health Patient Safety Strategy

Introduction

While healthcare providers work to ensure the safety of patients¹, a patient safety strategy offers a specific focus to address safety concerns by making patient safety everyone's role. Patient safety is a concern for many across the province but this work is often done in isolation and without cohesive direction. The national focus on patient safety along with the advent of a single healthcare delivery system for PEI have highlighted the immediate need for a more coordinated and strategic direction on patient safety for this province. The PEI Patient Safety Strategy is designed to build on existing practices, and work with existing and future demands.

Background

In the spring of 2007, the provincial Health Management Committee (HMC) established a multi-disciplinary advisory committee called the Provincial Healthcare Safety Advisory Committee (PHSAC). One of the goals of this committee was to develop a Patient Safety Strategy for PEI. Subsequently an environmental scan of the status of patient safety across Canada was completed. In October 2008, guided by the environmental scan, the PHSAC along with key stakeholders in the healthcare system came together for a planning day. Information from this planning session was used to develop the Provincial Patient Safety Strategy.

Mission

To provide the safest possible healthcare environment for PEI.

Values

Caring:

We will treat all people with compassion, respect and fairness.

Excellence:

We will work together in an environment of trust as team members and partners in care, and be dedicated to continuous improvement based on sound evidence.

Stewardship:

We will make decisions responsibly, act with integrity and be accountable.

¹ Patient refers to patient/client/resident

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Goal # 1

To have an organizational culture of safety in our healthcare system.

Objectives

To increase awareness of patient safety

To improve communication with staff/patient/public about patient safety

To empower patients to take an active and equal role in patient safety

To increase staff participation in Healthcare safety practices

To improve Department of Health accountability and transparency to patient/staff/public

Outcomes

- Improve patient attitudes/opinions toward patient safety
- Improve staff attitudes/opinions toward patient safety
- Improve patient participation in patient safety initiatives
- Improve staff participation in patient safety initiatives
- Increase the reporting of near misses and incidents
- Decrease in the number and severity of incidents
- Improve Departmental reporting related to patient safety to relevant stakeholder groups.

Indicators

- Patient Safety Culture Survey Results
 - o perceptions of safety
 - o perceptions of follow-up actions/events after an adverse event
 - o incidence of individual actions
- Patient participation rates in target patient safety areas (e.g., handwashing, representation on committee)
- Staff participation rates in target areas (e.g., handwashing, culture survey)
- Number of accountability/ transparency actions implemented (eg disclosure)
- Number and severity of incidents
- Number of near misses and incidents reported

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Patient Safety Goals

Goal # 2

To meet or exceed Safer Healthcare Now (SHN) and Accreditation standards.

Objectives

To implement Accreditation Canada Required Organizational Practices (ROP) across PEI Health system.

To prioritize, implement and integrate Safer Healthcare Now initiatives across PEI Health system.

To develop and implement policies and/or procedures related to Accreditation Canada ROP's and SHN initiatives.

Outcomes

- PEI health system is compliant with Accreditation Canada ROP's
- Improvement on target outcomes for SHN initiatives
- Patient safety practices related to the ROP's are consistent across the province

Indicators

- Rate of Compliance with Accreditation Canada's patient safety ROP's
- Total Number of SHN initiatives undertaken by the PEI Health System
- Number of SHN initiatives by site and/or service
- Rate of compliance with the data collection and reporting standards of SHN
- Number of policies and/or procedures modified/created/implemented in relation to SHN & Accreditation Canada

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Goal # 3

To collect, monitor, report and use evidence to improve patient safety.

Objectives

To ensure measurement mechanisms are in place to measure patient safety.

To identify and collect baseline data on patient safety

To provide regular reporting on patient safety processes and outcomes to external reporting bodies, senior management, staff and public.

To use evidence from reports created in decision making around Department of Health priority areas

Outcomes

- Mechanism developed for systematic and ongoing data collection
- Improved collection of data (including baseline)
- Improved use of evidence in organizational and clinical decision-making

Indicators

- Compliance with reporting requirements to various governing bodies
- Number of patient safety initiatives
- Number and severity of incidents
- Number of near misses and incidents reported