



Canadian Patient Safety Institute Key Focus Areas



Canadian Patient Safety Institute priorities for the year and extent to which they were met

The 2017-18 fiscal year marks the wind-up of the Canadian Patient Safety Institute's five-year business plan for 2013 to 2018. This was a bridge year, in which Canadian Patient Safety Institute focused on finishing strongly on the strategic goals that were established in that business plan, while laying the foundation for our impact in a future funding period.

An [independent evaluation](#) released in May 2017 found that the Canadian Patient Safety Institute has made significant progress in fulfilling its mandate and that substantial value has been generated from Health Canada's investment in it.

Strategic Goals

At the start of the 2017-18 year, the Canadian Patient Safety Institute developed a plan to further advance our strategic goals, and defined success as follows:

- **Goal 1:** Continued progress and unprecedented collaboration on the Integrated Patient Safety Action Plan, engagement of leaders and policymakers across Canada, evaluation of the impact of this collective effort, and consideration of the ways to sustain an enduring collective effort to make care safer in Canada beyond March 2018.
- **Goal 2:** Further development of SHIFT to Safety content that engages leaders, providers, patients and the public, strengthened by the launch of TeamSTEPPS Canada™ and the Wave Two Home Care Safety Collaborative, and establishing additional connections between existing products and tools of the Canadian Patient Safety Institute and others to this framework.
- **Goal 3:** Further building system level capability by delivering learning programs and embedding patient safety in pre-professional and post-graduate education, and handing off mature programs to valued partners so that we can introduce new innovations to patient safety education and training.
- **Goal 4:** Continued communications and engagement of collaborators in the Integrated Patient Safety Action Plan, as well as more targeted and personalized interactions with our stakeholders, and increased public engagement in patient safety issues.

Progress against 2017-18 Goals

An update on our priorities is provided below, grouped by those that relate to what we do, with whom we work, and the internal processes we use to achieve our goals.

WHAT – Development and Advancement of Canadian Patient Safety Institute Programs

1. Ensure and evaluate progress on the Integrated Patient Safety Action Plan and the Consortium's activities to contribute to lasting collaborative mechanisms to improve patient safety.

The work of the [National Patient Safety Consortium](#) and the [Integrated Patient Safety Action Plan](#) has progressed and gained momentum. We will aim to complete the action plan, spread the results across Canada, and integrate them into the Canadian Patient Safety Institute's work. We will evaluate this collective effort to inform a vision for what the Consortium could look like in the years ahead.

PROGRESS:

- The 16 actions identified by the National Patient Safety Consortium are complete, with implementation and endorsement of the Never Events report being carried over to the 2018-19 fiscal year.
- The Integrated Patient Safety Action Plan had 58 actions complete as of March 31, 2018. Participation included 106 organizations, 270 leaders and 27 patient and family members.
- A comprehensive, independent evaluation of the Consortium and Integrated Patient Safety Action Plan was conducted by Vision & Results Inc.; the final report was released in August 2018.

2. Implement SHIFT to Safety and align CPSI programming around the Prevent, Learn and Respond framework.

SHIFT to Safety focuses on establishing its continued relevance as a source of support and inspiration to patients, providers and leaders. We will expand its offerings, including the launch of TeamSTEPPS Canada™ to provide training in teamwork, communication, leadership and patient safety culture, develop new and curate existing resources with increased emphasis on the public (patients and families) and leader audiences, advance improvement science, and develop more interactive opportunities across all audiences.

PROGRESS:

- The Health Quality Council of Alberta has been designated as the first TeamSTEPPS Canada™ Master Training Centre and a Master Trainer session was delivered in May 2018, in Calgary.
- The Atlantic Health Quality and Patient Safety Collaborative delivered a TeamSTEPPS Canada™ Master Trainer session in Halifax, in April 2018.
- SHIFT to Safety has added new resources that focus on knowledge translation, human factors, clinical deterioration, second victim, and enhanced recovery after surgery.

3. Continue building capability in addressing safety issues in the Home Care sector.

The Canadian Patient Safety Institute will support the Home Care action items within the Integrated Patient Safety Action Plan, and deliver Wave Two of the Home Care Safety Collaborative in partnership with the Canadian Home Care Association and other partners. This will further advance our work in this sector and provide opportunities for aligning with the home care priority within the federal-provincial Health Accord discussions.

PROGRESS:

- Seven teams from across the country participated in Wave Two of the Home Care Safety Collaborative to better understand measurement and quality improvement (QI) principles, and to apply the QI methodology to a local issue in order to improve safety for their clients. The 14-month Collaborative wrapped up in February 2018.
- 14 virtual learning sessions were hosted, each with a range of 25 to 90 participants.
- An independent evaluation of Wave Two of the Collaborative is in the works.

4. Build capability for a systems approach to safety issues by providing resources, networking and shared best practices for policymakers, regulators, educators, executives, and clinical leaders.

The Canadian Patient Safety Institute continues to develop its capability to situate patient safety within a systems perspective that considers how healthcare systems can be built and managed for reliability and resiliency. While past efforts have touched on this approach as a dedicated priority, this work remains in its infancy.

The SHIFT to Safety leadership stream provides the opportunity to share emerging evidence, is a stage for thought leaders, and connects health system leaders. A funded research project examining the application of approaches for measuring and monitoring of patient safety will provide practical tools for governing boards, executives, mid-level managers and front line providers to purposefully monitor and better understand patient safety risks.

PROGRESS:

- A research initiative with University of Toronto was funded to evaluate a demonstration project on the implementation of the Measuring and Monitoring of Safety Framework to the Canadian context.
- Eight teams from seven healthcare organizations participated in the 11-month collaborative called the Measuring and Monitoring of Safety Framework in Canada – Demonstration Project. Teams participating in the project said they were able to demonstrate a shift in their thinking about patient safety and improve their patient safety culture.
- A roundtable meeting of CEOs and senior leaders took place in April 2018, to spread learnings from the demonstration project and further understanding of implementation opportunities and challenges within the Canadian context for different sectors and speciality areas.
- A national call was hosted on June 21, 2017, How can your Board use the Measuring and Monitoring for Safety Framework? During the call, 111 attendees learned how the Measurement and Monitoring of Safety Framework can form board understanding and help to align strategic and operational approaches to patient safety.

Many healthcare organizations have implemented positive patient safety practices based on Canadian Patient Safety Institute resources and educational offerings. Their policies and standards are informed by patient safety evidence, in compliance with Accreditation Canada's Required Organizational Practices (ROP). The Canadian Patient Safety Institute worked in collaboration with Accreditation Canada to develop these ROPs, which have impacted over 1,000 accredited organizations across 6,000 health delivery sites (Canadian Patient Safety Institute & Accreditation Canada, 2014). Data available from Accreditation Canada for 2017 show levels of compliance exceeding 90 per cent for three of the requirements, albeit with some variability from year to year:

- **97%** Client safety education and training
- **87%** Hand hygiene
- **94%** Home safety risk assessment
- **80%** Medication reconciliation
- **97%** Safe surgery checklist

5. Leverage Patients for Patient Safety Canada and partner relationships to help support the development of the “how to” for patient engagement.

The Canadian Patient Safety Institute will continue to strengthen Patients for Patient Safety Canada’s capacity to support our work, the Integrated Patient Safety Action Plan, and all levels of the system for patient safety improvement. We will strengthen networks and promote best practices for patient engagement, in particular by supporting knowledge exchange of the Patient and Family Engagement Guide, a key action established by the Consortium.

PROGRESS:

- The Engaging Patients in Patient Safety – a Canadian Guide was released in May 2017. In 2017-18, there were 15,063 page views and 4,516 downloads of the document.
- Patients for Patient Safety Canada members made 39 presentations at 13 events and participated on 68 committees.
- Designed by patients and family partners, the Patient engagement in medication safety webinar was offered by Patients for Patient Safety Canada.
- The Canadian Patient Safety Institute involves patient and family advisors in 100 per cent of their programs and initiatives.

WHO – Those with whom we partner, and whose needs we will better meet

6. Begin to make connections to support efforts to improve patient safety in Indigenous communities.

This priority will be a long journey, recognizing the cultural sensitivities, the complexity of the issues, and the multiple jurisdictions involved. Over the past year, the Canadian Patient Safety Institute initiated discussions with the federal government and with other partners who have engaged successfully with Indigenous communities to inform our strategy. Over the coming year, we will aim to hold a meeting of community thought leaders to explore their patient safety needs, work to implement one safety improvement project with willing partners to begin to improve patient safety for Indigenous people, and conduct staff cultural sensitivity training.

PROGRESS:

- The Incident Analysis Training Program was successfully delivered to the Provincial Health Services Authority (PHSA) of British Columbia in February 2018 (another session is planned for May 2018). Six members of the First Nations and Inuit Health Branch (FNIHB) of Indigenous Services Canada attended the training program, comprised of three webinars and a one-day workshop.
- The Canadian Patient Safety Institute provides support to the Incident Management Working Group for the FNIHB of Indigenous Services Canada for their on-going work in developing internal policies, and tools and resources for incident management and disclosure.
- Canadian Patient Safety Institute visited the Yukon Territory for the first time, to meet with healthcare leaders and learn about their patient safety priorities, and to introduce them to the work of the Canadian Patient Safety Institute.

7. Partner more proactively with industry.

Over the past year, CPSI has increased its interaction with industry partners who are committed to improving the safety of the healthcare system. In 2017-18, the Canadian Patient Safety Institute will develop and implement a more formal industry relations strategy to engage and partner with private industry on shared patient safety related initiatives that will advance its mandate.

PROGRESS:

- Enhanced Recovery Canada boasts support from 13 industry partners who have also contributed financially to support its program. The Enhanced Recover After Surgery (ERAS) program consists of a number of evidence-based principles that support better outcomes for surgical patients including: an improved patient experience, reduced length of stay, decreased complication rates and fewer hospital readmissions. Over \$500,000 from industry partners has been secured over five years to fund the spread and implementation of emerging best practices that support better outcomes for surgical patients.

HOW – The internal processes the Canadian Patient Safety Institute will use to be successful

8. Tell our story more assertively to demonstrate the Canadian Patient Safety Institute's impact.

While continuing to base our partnership approach on the success of our partners, the Canadian Patient Safety Institute is also working to better highlight and take credit for our accomplishments. In addition, CPSI is developing a compelling narrative of our value and purpose, and training staff to tell this story in our interactions with partners and policymakers. The results of this story-telling exercise will inform the development of the next phase of the Strategic Communications Plan for the National Patient Safety Consortium, guide our interactions with governments, and feed into the vision of where the Canadian Patient Safety Institute can contribute in its next funding period.

PROGRESS:

- Two knowledge translation tools have been implemented to spread patient safety practices across Canada and connect with patient safety champions. The SHIFT to Safety blog - [#SHIFTtalks](#), and conversations with key influencers - [#SuperSHIFTERS](#), highlight and share innovation and expertise in patient safety that ties to the Canadian Patient Safety Institute programs and initiatives. In 2017-18, the articles have been viewed 3,786 times.

9. Develop a government relations strategy aligning with and supporting action on Federal/Provincial/Territorial priorities, and informing and influencing policy direction where possible.

The new Health Accord provides an opportunity for the Canadian Patient Safety Institute to demonstrate how it can contribute to the advancement of shared government priorities. In 2017-18, the Canadian Patient Safety Institute will establish meaningful relationships with the Conference of Deputy Ministers and interact with key decision makers at Health Canada, senior provincial policy makers, parliamentarians, and senior government officials. The Canadian Patient Safety Institute will also act as a pan-Canadian broker of policy approaches that support patient safety by developing resources such as issue briefs, position statements, and webinars aimed at policymakers.

PROGRESS:

- The Policy, Legal and Regulatory Affairs Advisory Committee provides strategic advice that enables the Canadian Patient Safety Institute to be a catalyst that influences patient safety issues and directions as they relate to federal, provincial and territorial health priorities and policy, health law, legislation, and regulatory systems and processes.
- In 2017-18, over 30 meetings were held with policy leaders in government, including Ministers of Health, Deputy Ministers and elected officials from federal and provincial governments.
- The Canadian Patient Safety Institute was invited to the House of Commons Standing Committee on Health to provide expert testimony on the Committee's study on Antimicrobial Resistance (AMR).
- The [5 Questions to Ask About Your Medications](#) one-pager was provided to Members of Parliament.

10. Develop stronger systems and processes for engaging faculty, alumni and customers.

The Canadian Patient Safety Institute has many long standing relationships with patient safety faculty and alumni across the country. We continue to rely on them for their expertise, connections, and leading-edge thinking that spurs innovation. In 2017-18, with the development of a new internal stakeholder database, the Canadian Patient Safety Institute will be better positioned to communicate with its stakeholders, and will implement a faculty and alumni plan to better engage and recognize these valued contributors to our work.

PROGRESS:

- 364 times that faculty were consulted on the development of Canadian Patient Safety Institute resources.
- 177 faculty members supported knowledge translation activities and educational programming.

A New Direction

A new direction

The Canadian Patient Safety Institute has rolled out a new Business Plan for 2018-2023. **PATIENT SAFETY RIGHT NOW** is our new direction that will help lead system strategies to ensure safe healthcare by demonstrating what works and strengthening commitment to patient safety in Canada. The new strategy focuses on key stakeholder relationships that are critical to strengthening policy and regulation, and a smaller number of partners with firm commitments to implementation and evaluation of safety improvement interventions. The new strategy retains and enhances partnerships with Patients for Patient Safety Canada, engaging and empowering patients and the public to advocate for policy, regulatory, and other actions to improve patient safety outcomes and the patient experience.

Visit www.patientsafetyinstitute.ca to learn more about **PATIENT SAFETY RIGHT NOW**.