



WHAT IS A QUALITY REVIEW?

Quality Reviews are intended to comprehensively review Level 4 (serious harm) and Level 5 (death) patient safety incidents, multi-patient incidents, serious complaints, no harm incidents, and never events to identify system gaps and create opportunities for improvement. This is achieved by:

- Analyzing and evaluating the entire continuum of care and services that contributed to harm or no harm situations.
- Identifying system gaps, highlighting learnings, helping guide system changes to improve safety.
- Generating immediate quality improvement recommendations.
- Determining if a Quality Improvement Activity is required.

When preparing for a **Quality Review**, the Quality and Patient Safety Consultant, in collaboration with program leadership:

- Reviews related policies, protocols, and processes that help guide staff in their work.
- Creates a timeline of events from information included in the chart documentation.
- Reviews evidence-based literature and guidelines.
- Applies Just Culture principles.

Health PEI Policies related to Quality Reviews:

Patient Safety and Environmental Incident Reporting and Management

Patient Safety Incident Quality Review and Quality Improvement Activity

Who Attends Quality Reviews?

Site Administrators
Program Executive Directors
Chief Operating Officer
Program Quality and Patient Safety Consultant
Director of Quality and Patient Safety
Program Medical Leadership

Please contact your program's *Quality and Patient Safety Consultant* for more information.