



Accreditation: ROP of the Week

Required Organizational Practice: Patient Safety: Education and Training

WHAT IS PATIENT SAFETY: EDUCATION AND TRAINING?

- Annual education and training on patient safety is provided to the organization's leaders, team members and volunteers.
- Ongoing education and training to all leaders, team members and volunteers helps improve the care and services provided to patients/clients/residents.

AT HEALTH PEI:

- Staff and volunteers are oriented to quality, patient safety and risk management policies and procedures through new employee orientation sessions.
- Staff are required to participate in **annual refresher training** on various topics such as hand hygiene, infusion pumps
- Some **examples of patient safety education** include:
 - incident reporting and management
 - safe medication practices
 - infection prevention and control and hand hygiene
 - effective communication and teamwork (*Team STEPPS*)
 - emergency preparedness
 - safe equipment use

Feedback from patients/clients/residents and families helps to identify opportunities for improvement and education

Check out the Staff Resource Centre for more information on Quality and Patient Safety

<https://src.healthpei.ca/patient-safety>

Questions Accreditation Canada Surveyors May Ask Staff:

What education and training do you receive related to patient/client/resident safety?

How often is patient safety training provided at Health PEI?

What resources are available to help keep you up to date on practices that support patient/client/resident safety?

What patient safety training have you attended in the last year?