



Accreditation: ROP of the Week

Required Organizational Practice: Patient Safety Incident Management

WHAT IS PATIENT SAFETY INCIDENT MANAGEMENT?

- A patient safety incident management system is developed, reviewed and updated with input from patients/clients/residents, families and team members and includes processes to report, analyze, recommend actions and monitor improvements.
- In a culture of patient safety, everyone is encouraged to report and learn from patient safety incidents, including harmful, no-harm and near miss.

Patient safety incident reporting is an essential component of Health PEI's commitment to safe, high-quality patient care.

AT HEALTH PEI:

- There is ***Patient Safety Incident Reporting and Management Policy*** to guide the practice of reporting and managing patient safety incidents in all programs, services and facilities.
- We use an electronic incident management program called the **Provincial Safety Management System (PSMS)**.
- Training is provided to team members which includes immediate response following a safety incident, how to use PSMS, and incident analysis/follow-up.
- Patients/clients/residents and families can report safety incidents to staff, managers, patient relations, quality/risk and through an online compliment and complaints form.
- There is a ***Quality Improvement Activity Policy*** which guides the review and analysis of harmful/complex incidents with the focus on system improvement.
- Trending reports from PSMS are regularly analyzed and recommendations/actions are identified and implemented to improve quality and safety.

For more information on incident reporting, visit the Patient Safety page on the Staff Resource Centre

Questions Accreditation Canada Surveyors May Ask Staff:

Is there a Health PEI policy on incident reporting/management? Where can you find it?

What is an example of a patient safety incident? What is a near miss? What is the benefit of reporting a near miss?

Have there been changes to policy/practice as a result of a reported patient safety incident?