

ACCREDITATION

Required Organizational Practice (ROP) of the Month

PATIENT SAFETY EDUCATION AND TRAINING

- The Required Organizational Practice (ROP) states **patient safety training and education** that addresses specific patient safety focus areas are provided at least annually to leaders, team members, and volunteers. This ROP is part of the **Leadership Standards**.
- Ongoing education and training to all leaders, team members, and volunteers helps improve the care and services provided to patients, clients, and residents.

AT HEALTH PEI:

- Staff and volunteers are oriented to quality, patient safety, and risk management policies/procedures through new employee orientation.
- Staff are required to participate in annual refresher training on various topics such as hand hygiene and infusion pumps.

Some examples of patient safety education include:

- Patient safety incident reporting and management
- Disclosure of patient safety incidents
- Safe medication practices
- Just culture
- Infection prevention control and hand hygiene
- Emergency preparedness
- Safe equipment use
- Effective communication and teamwork (Team STEPPS)

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

Questions Surveyors May Ask Staff:

What education or training have you received related to patient, client, or resident safety?

How often is patient safety training provided at Health PEI? What training have you attended in the last year?

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

Check out the Staff Resource Centre for more information on Quality and Patient Safety <https://src.healthpei.ca/patient-safety>