

Quality & Patient Safety

Quarterly Review



October Quality and Patient Safety Learning Exchange

On October 17th, the Quality and Patient Safety Division hosted the **Health PEI Quality and Patient Safety Learning Exchange** at the Credit Union Place in Summerside. The Learning Exchange is a half-day event which brings together staff, leaders, physicians, Board Members and community partners to network and learn about quality improvement and patient safety initiatives within Health PEI.

Over 80 people were in attendance. Rapid Fire Presentations included:

- **Long Term Care - Establishing a Comprehensive Person-Centered Framework for Dementia Care in a LTC Setting**
- **PCH Ambulatory Care - The Role of Nurse Practitioners in Ambulatory Care**
- **Colorectal Cancer Screening Program/Diagnostic Navigation**
- **Primary Care – Quality Improvement in Patient Medical Homes**
- **QEH Emergency Department – Looking to Win: Embracing an Emergency Department Accountability Framework**
- **Research Ethics Board – Why Do Research?**



There were also posters/information booths hosted by Provincial Infection Prevention and Control and the Quality Patient Safety Division.

Thank you to the presenters for sharing your wonderful work! Thank you to those who set up and hosted displays/information booths - your enthusiasm for quality improvement and patient safety is appreciated. We would like to thank everyone who took the time to attend, learn, ask questions and offer support.

A recording of the October 17th Learning Exchange is posted on the Staff Resource Centre Quality Improvement page.

[Quality Improvement | Health PEI | Staff Resource Centre](#)

Spring 2025 Quality and Patient Safety Learning Exchange

The next Quality and Patient Safety Learning Exchange is scheduled for May 29, 2025 at the Florence Simmons Hall (Holland College) in Charlottetown. **A save-the-date invite will be sent in the new year.**

If you or your team are interested in presenting your quality improvement or patient safety work at a future event, please let your program's Quality Patient Safety Consultant know.



Quality and Patient Safety Learning Exchange

Celebrating Quality Improvement (QI) within Health PEI

Thursday May 29, 2025
1:00 – 4:00 p.m. Florence Simmons Hall,
140 Weymouth St, Charlottetown PE

Rapid fire presentations **Information booths** **Posters**

To register to attend, please contact
Catherine Coady at cacoady@ihis.org
Registration deadline: May 15, 2025

Health PEI **Santé Î.-P.-É.**



Accreditation Update

Health PEI's next onsite survey is scheduled for **Spring 2026**. Quality Improvement Teams (QITs) are reviewing updated standards and **Required Organizational Practices (ROPs)** that will be used to evaluate Health PEI at the next onsite survey visit.

Frontline staff, QITs, leaders and physicians will be asked to complete a **self-assessment survey** of Accreditation Canada standards for their programs/service areas in **February 2025** as part of Accreditation preparation. More information on the dates of the self-assessment questionnaire and how to access it will be provided to QITs in the new year. Below are some frequently asked questions about the Accreditation process.

What is Accreditation?

Accreditation is a continuous, ongoing process of assessing healthcare organizations against standards of excellence to identify what is being done well and what needs to be improved.

Health PEI participates in a four-year continuous accreditation cycle called "**Qmentum**" – meaning quality and momentum. Accreditation activities are spread over four years to help maintain a focus on continuous quality improvement. Year four is marked with an onsite survey assessment by a team of surveyors. The last onsite survey took place in June 2022. Health PEI was Accredited (with report).

What is the value of Accreditation?

Accreditation enables healthcare organizations to provide safe, reliable and high-quality care through evidence-informed standards, practices and resources needed to keep patients and the workforce safe. It helps us demonstrate our commitment to quality and patient safety by prioritizing our work around continuously improving care to our patients, clients and residents.

What is a Required Organizational Practice (ROP)?

ROPs are **essential** practices that an organization must have in place to enhance client/patient/resident safety and to minimize harm to patients/clients and residents. Examples of ROPs include ***Preventing Falls and Reducing Injuries from Falls, Improving Hand Hygiene Practice, Workplace Violence Prevention***.

Accreditation Standards and ROPs are currently being updated and posted on the [Quality, Patient Safety Dashboard](#).

What is the self-assessment survey?



ACCREDITATION
AGRÉMENT
CANADA

The self-assessment survey is a questionnaire completed by Health PEIs programs and services to assess their overall compliance with the Accreditation standards. The survey helps identify areas of strength and opportunities for improvement in Health PEIs programs and services to promote continuous quality improvement.

Participation is confidential and responses are recorded anonymously. Staff participation in the survey is **extremely** important to gather information that helps guide quality improvement work in the organization. Staff are encouraged to provide an honest assessment of how the current policies, procedures and practices meet each of the standards to have a clear understanding of what is being done well and what needs improvement.

For more information on Health PEI's Accreditation preparation, please contact Karen Chaffey, acting Director of Quality Care, Accreditation & Ethics, at kkchaffey@ihis.org.

Reference: Accreditation Canada 2024



Incident Management Training and Resources

There are updated incident management learning modules available on the Staff Resource Centre (SRC) Incident Reporting page:

<https://src.healthpei.ca/incident-reporting-psms>

- PSMS Part 1 – intended for all staff; focuses on the basics of incident reporting.
- PSMS Part 2 - intended for healthcare leaders; focuses on principles of incident management, expectations on follow-up, roles and responsibilities in incident management, managing feedback, etc.

There are also various cheat sheets and short videos on how to use PSMS also posted on the SRC Incident Reporting page.

Provincial Safety Management System (PSMS) training can be booked through your **program's Quality Patient Safety Consultant**.



2024 Canadian Patient Safety Week

Health PEI was once again proud to endorse and participate in **Canadian Patient Safety Week 2024**, taking place from **October 28 to November 1, 2024**.

Canadian Patient Safety Week is a national, annual campaign that started in 2005 to inspire extraordinary improvement in patient safety and quality healthcare. This year's theme "***What comes to mind when you think about healthcare harm?***" This theme encourages patients, healthcare providers and leaders to broaden their understanding of healthcare harm as a key step in delivering safer care for all. This year the Quality and Patient Safety Division celebrated Canadian Patient Safety Week with daily patient safety questions and honouring Health PEI Patient Safety Champions.

Patient Safety Question of the Day

To promote Canadian Patient Safety Week, Health PEI staff were encouraged to participate in answering a **daily question** to increase their knowledge of patient safety and quality improvement. Each day, one participant was chosen to win a prize. **We had over 1400 responses to our daily questions this year – thank you for your participation!**

Congratulations to the following winners:

- **Alyson Gaudette, Provincial Renal Program**
- **Kacey Lamphier, Prince County Hospital**
- **Patricia Meads, Beach Grove Home**
- **Jill Gaudet, Primary Care West Prince**
- **Robin Laird, E-Health**

Health PEI Patient Safety Champions

Leading up to 2024 Canadian Patient Safety Week, Health PEI staff were invited to nominate someone in their workplace who deserved recognition for promoting patient/client/resident safety. A **Patient Safety Champion** is any Health PEI staff member who proactively identifies areas for improvement in their department/program and works to implement changes that promote patient safety.

A total of 33 nominations were received from a variety of Health PEI sites, programs and services. 10 staff were selected as a 2024 Health PEI Patient Safety Champion. Melanie Walsh, Executive Director of Quality, Patient Safety and Ethics, and Brianne Timpson, Director of Quality and Patient Safety visited each Champion in their workplace to recognize the great work they do to promote patient safety.

Thank you to everyone who took the time to nominate and celebrate their colleagues.

AND THE 2024 PATIENT SAFETY CHAMPIONS ARE.....

Naomi Lynde

Pharmacist, Provincial Pharmacy – Prince County Hospital (PCH)

Naomi always puts the patient first. Safety is always at the forefront whenever she is considering drug therapy recommendations for patients. She is able to consider how medications can impact not only the patient but how it will affect other members of the health care team (i.e. workload burden for nursing). She strives to educate others on how we can all reduce risk and create a safe work environment in a non-judgmental way. She is an asset to our pharmacy team at PCH!

Nominated by: Emma Smith, Pharmacist at PCH

Amanda Burke

Provincial Pharmacy Manager, Formulary and Quality Improvement

Amanda is very present and participatory in the daily operations of the pharmacy departments across the province. Amanda is the chair of the Medication Management QIT in which she focuses on safety practices that prevent patient harm and also sees these practices come to fruition. Amanda spends much time ensuring policies that are reviewed are in line with ISMP recommendations and takes the opportunity to reflect, share and adapt these recommendations. Amanda imparts in the pharmacy team that about medication safety is a priority. She has led a significant change in med rec safety that ensures that used automation so that patients' admission med rec is only completed once a complete BPMH is performed. This is in line with Accreditation Canada and ISMP recommendations.

Nominated by: Priyanka Campbell,
Oncology Orderset Pharmacist at
QEH



*Amanda (centre) and Naomi
(second from right)*

Melissa Trainor

Pharmacy Technician, Oncology Drug Access Navigator – Cancer Treatment Centre

Melissa plays a crucial role in ensuring patients and families receive timely, affordable access to oncology medications. She improves person and family-centered care by focusing on building supportive, informative, and empathetic relationships with patients and their families. She provides a personalized approach through active listening, by providing culturally sensitive communication and giving clear explanations of sometimes very complicated processes. She educates patients and their families about available financial assistance options and walks them through the process providing empathy, understanding and support to empower them in their decision-making. She strives daily to ensure that patients receive the medications they need without unnecessary stress or delays.

Nominated by: Sarah Lutes, Pharmacy Manager – Oncology and Ambulatory Services



Melissa (centre)

Jodi Sharkey

Clinical Leader, MDRD and Endoscopy Unit - PCH

Jodi is a champion at advocating for process improvements and following up on practice changes. She is dedicated to her practice area and demonstrates enthusiasm for fostering a safe work environment for staff and safe care areas for patients. She is receptive to input from others and a role model for collaborative change.

Nominated by: Jana Pickering, Clinical Educator – Operating Room at PCH

Jodi (second from left) and Andrea (centre)



Andrea Hickey

RN Operating Room - PCH

Andrea is a dedicated staff nurse who welcomes all patients with enthusiasm and demonstrates compassion and a vested interest in their wellbeing. She communicates effectively with her team members and during care transitions to ensure patient safety. She is confident in addressing concerns and does not hesitate to advocate for her patients. She demonstrates care for the patient's family and their involvement in the communication process.

Nominated by: Jana Pickering, Clinical Educator – Operating Room at PCH

Laura MacLean
Occupational Therapist - Beach Grove Home

At Beach Grove Home, the precious shower chairs that were available to use could only support a certain number of residents. Some residents could not have a shower due to contractions, core stability, and moving while in the shower chair. Laura identified the risks associated with residents being in this chair, the need for promoting hygiene, skin integrity by increasing the number of residents being able to shower, as well as from an OH+S perspective for staff providing cares leaning down at awkward angles. Laura met with residents, staff and families to collect feedback on what they would feel would make the shower experience more comfortable and safer with a new chair. She also did her own research and reached out to vendors to find out what resources are available. With this, she was able to find the 'Carendo Shower Chair'. She worked with Arjo for a trial on the chair. After the trial, she collected feedback from residents and staff to see if it brought safe practice for showering and if we were able to increase the number of residents to have a shower. The feedback was unanimous - and residents voiced they felt safer. Residents were able to shower that could not have one in months. She then advocated to leadership on the need, and we were able to purchase and have the chairs permanently for our home.

Nominated by: Keara Bryanton, Clinical Resource Nurse at Beach Grove Home



Laura (centre)

Tanya Morrison
Resident Care Worker - Riverview Manor

Anytime there is a safety issue regarding a resident i.e., poor fitting sling, improper use of safety devices, bedside manners, she is the first person to identify the problem and come forth with a solution.

Nominated by: Charlotte MacPherson, RCW at Riverview Manor

Tanya is always first to provide information on safe practices as she teaches the TLR course to her peers yearly. She inspects slings monthly on our unit and is the first person we all go to for safety information. I am beyond lucky to work with a wonderful person like her.

Nominated by: Lori Jamieson, RCW at Riverview Manor



Tanya (second from left)

Melissa MacKay
Clinical Lead – KCMH

As an RN, Melissa prioritizes creating an open and supportive environment where patients, clients, and their families feel comfortable asking questions about their care and safety. She does this by actively listening and taking the time to listen to their concerns and validating their feelings, ensuring they know their input is valued. She provides clear, concise information about their treatment plans and safety protocols, using simple language to enhance understanding. She maintains an open dialogue with patients and their families and encourages them to be engaged throughout the treatment plan



Nominated by: Ashley Hollis,
Rehabilitation Assistant at KCMH

Melissa (third from left)

Carol Harris
Admin Supervisor – CMHA Summerside/West

Carol demonstrates great leadership skills in responding to client behavioural events in our CMH&A services. She remains calm and implements the NVCI training, collaborates well with other supervisors during an event, including security and police services. Carol has the safety of both the team and our clients always in mind.

Nominated by: Christine Handrahan, Supervisor OWN and OAT at CMHA Summerside/West



Carol (centre)

Angela MacDonald
Primary Care RN – Cornwall/Crapaud Health Centres

This lady is amazing! She is extremely knowledgeable and professional and is a great role model for all of the staff here. She checks two patient identifiers always, great PPE and hand hygiene, is always thinking of ways to improve patient and staff safety and processes. Thoroughly investigates and follows through on incidents occurring in the clinic. Every single day she demonstrates how much she cares about her patients and her colleagues and although it is part of her job, I feel that she should be recognized for this.

Nominated by: Cindy Hennesey, Medical Secretary at Cornwall Health Centre



Angela (centre) surrounded by her Primary Care Colleagues

Congratulations to all 2024 Health PEI Patient Safety Champions!



QPSC Roundup

You may have noticed that we have recently changed our title from Quality Risk Consultant or QRC to **Quality Patient Safety Consultant (QPSC)**. The QPSC is responsible for providing leadership, direction, expert knowledge on quality improvement information and strategies, risk management principles, and accreditation standards to improve quality of care in Health PEI programs and services. QPSCs promote the standardization of practices, policies and the integration of evidence-based practice in the design of safe, effective, and efficient healthcare delivery processes.

Each QPSC is responsible for an assigned portfolio of Health PEI programs and services. In this newsletter, we introduce two QPSCs who joined our team this fall. Welcome Susan and Emma!

Susan Chappell

Susan graduated from UPEI in 1996 with her Bachelor of Science in Nursing and then completed her Masters in Nursing from Athabasca University in 2017. Susan has had a wide range of nursing and leadership roles within Health PEI and the Department of Health including working as an RN at PCH, Public Health Nursing in Summerside and Primary Care at Harbourside Health Centre. Susan then changed things up and worked in a few temporary positions including Policy Analyst and Manager for Clinical Supports for Social Programs at the Department of Social Development and Housing, Nursing Adjudicator for Veteran's Affairs, and Senior Primary Care Consultant for the Department of Health. In 2022, Susan returned to Health PEI as the Manager of the East Prince Primary Care Network.

Susan's QPSC portfolio includes Mental Health and Addictions (acute care) and EDSSU.

Emma Moore

Emma completed her Bachelor of Science in Biology at the University of Prince Edward Island; she then completed her Master of Science in Physiotherapy at Dalhousie University. Emma has clinical experience working as a Physiotherapist in both the public and private sectors. While working in the public sector, Emma had the opportunity to cover several different inpatient areas at the Queen Elizabeth Hospital (QEH). In her most recent role, Emma was a Musculoskeletal Injury Prevention Consultant, covering long-term care, home care, and primary care provincially. In this role, Emma helped to prevent musculoskeletal injuries and developed solutions to identify injury risks for staff at Health PEI. Emma also has experience as a Sessional Instructor within the Department of Applied Human Sciences at the University of Prince Edward Island. Emma is passionate about quality improvement and risk management in healthcare.

Emma's QPSC portfolio includes KCMH, Souris Hospital and QEH Units 3, 7 and 8.

Susan (left) and Emma (right)





Reminder

On the main page of the Staff Resource Centre (SRC), there is a Quality and Patient Safety box – where accreditation, quality improvement, patient safety and ethics information are captured. Staff are encouraged to regularly visit SRC for updates.

Check out the following links for more details:

<https://src.healthpei.ca/accreditation>

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

<https://src.healthpei.ca/quality-improvement>

<https://src.healthpei.ca/ethics>

Share Your Story

Do you have questions about any of the information you have read here? Would you like to suggest a topic or story idea for a future edition of the newsletter? If so, please contact Catherine Coady at cacoady@ihis.org.



Wishing you and yours a safe, healthy and happy holiday season!

From the Quality and Patient Safety Team

The Quality & Patient Safety Quarterly Review is brought to you by the Quality and Patient Safety Division:

Melanie Walsh, Executive Director
Connie Mattes, Administrative Assistant
Karen Chaffey, Director, Quality Care, Accreditation, Ethics
Cathy Griffin, PSMS/REB Systems Manager
Isaac Kassami, PSMS Solutions Support Specialist
Jennifer Bradley, Research Ethics Coordinator

Brianne Timpson, Director, Quality and Patient Safety
Catherine Coady, Administrative Assistant
Kristin Hamill, Quality Patient Safety Consultant
Laurissa Handren, Quality Patient Safety Consultant
Susan Chappell, Quality Patient Safety Consultant
Emma Moore, Quality Patient Safety Consultant
Lydia McCandless, Quality Patient Safety Consultant
Betty Auld, Quality Patient Safety Consultant
Sheila Gaudet, Quality Patient Safety Consultant