

Quality & Patient Safety

Quarterly Review

Quality and Patient Safety Learning Exchange

On October 25, 2023 the Quality and Patient Safety Division hosted the **Health PEI Quality and Patient Safety Learning Exchange**. The Learning Exchange is a half-day event which brings together staff, leadership, Board Members and community partners to network and learn about quality improvement and patient safety initiatives at Health PEI.

Over 100 people were in attendance. Rapid Fire Presentations included:

- Home Care – MAP (Medication Assistance Program)
- Provincial Pharmacy – Medication Reconciliation
- Patient Experience – Patient Navigation
- Primary Care – Quality Improvement in Primary Care Patient Medical Homes
- Pediatrics - “Our Comfort Promise” Reducing Pediatric Procedural Pain
- Mental Health and Addictions - Overview of the Mental Health Intensive Day Program
- Long Term Care - Managing Polypharmacy in LTC



Thank you to the presenters for sharing their wonderful work. Thank you to everyone who took the time to attend, learn, ask questions and offer support to the presenters.

A recording of this year’s Learning Exchange can be found on the Staff Resource Centre Quality Improvement page: <https://src.healthpei.ca/quality-improvement>.

The next Quality and Patient Safety Learning Exchange is taking place in **May 2024**. If you or your team is interested in presenting your quality improvement or patient safety work, please let your program’s Quality Risk Consultant know. More information on the next Learning Exchange will be shared in the near future!



PSMS News & Updates

The Provincial Safety Management System (PSMS) is the electronic system Health PEI uses to report, track and trend patient safety, employee and environmental incidents.



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 various cheat sheets and resources on how to use PSMS also posted on SRC.

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



SAFER PRACTICE NOTICES

Safer Practice Notices are issued by the Health PEI Quality and Patient Safety Division to communicate recommended changes as a result of events that have been reported and investigated through PSMS. Some recent Safer Practice Notices include:

- **Originator and Biosimilar Insulins** (January 2024)
- **Unintentional Discontinuation of Medication Orders** (August 2023)
- **Safe Use of Bathing Equipment** (May 2023)
- **Smith-Medical CADD Infusion Pumps – Performance Issue** (January 2023)

All Safer Practice Notices are available on SRC <https://src.healthpei.ca/safer-practice-notices>.

If you are aware of a patient safety incident that should be communicated through a Safer Practice Notice, please contact your program's Quality and Patient Safety Consultant.



Patient Rights and Responsibilities Policy

Health PEI's Patient Experience Team is pleased to share the **Health PEI Patient Rights and Responsibilities Policy** has been revised and is available on the Policy Document Management System (PDMS/MedWorxx). Health PEI recognizes that in order to encourage patients, clients, residents and their families to be truly collaborative partners in their care, it is important for them to know their rights as well as their responsibilities as patients, clients and residents. This helps promote trust, communication and safety.

The policy also includes an updated **Your Rights and Responsibilities** poster (captured below) which is currently being distributed across all Health PEI programs and sites. Please display these posters on your local Quality Boards and throughout patient/client/resident care and public areas.

If additional posters are needed, please contact the Patient Experience Administrative Assistant Cara Steele at cmsteele@ihis.org.

Your Rights and Responsibilities

Remember patients to be partners in their health care. Understand your rights and responsibilities.

Your RIGHTS explain how you should expect to be treated.

Your RESPONSIBILITIES explain how you can work together with your healthcare team to have the best and safest care possible.

We encourage you to be active. LISTEN to the answers and TALK about any concerns you may have.

	YOUR RIGHTS	YOUR RESPONSIBILITIES
Dignity and Respect	<ul style="list-style-type: none"> To be treated with courtesy, dignity and respect 	<ul style="list-style-type: none"> Treat all Health PEI workers with courtesy, dignity and respect
Decision Making	<ul style="list-style-type: none"> Make your own healthcare decisions Have someone support you if you wish Appoint someone to act on your behalf on your behalf Consent to or refuse treatment at any time 	<ul style="list-style-type: none"> Make sure you understand your treatment options to make informed decisions Ensure the person making decisions on your behalf knows and understands your wishes
Quality Care	<ul style="list-style-type: none"> Receive safe, quality healthcare Be informed of any events that result in harm during your care 	<ul style="list-style-type: none"> Be an active, involved, and informed partner in your healthcare
Information	<ul style="list-style-type: none"> Know the benefits and risks of any medicine, treatment or decision related to your healthcare A second opinion Refuse participation in any teaching or research program Be included in all aspects of your healthcare 	<ul style="list-style-type: none"> Follow the treatment/care plan as agreed to with your Healthcare team Share any changes in your health Keep or cancel appointments Have a list of all current medications and share it
Privacy	<ul style="list-style-type: none"> Confidentiality Your privacy is honored as much as possible 	<ul style="list-style-type: none"> Respect the privacy and confidentiality of others, including patients, families, visitors and healthcare workers
Explanation of Fees	<ul style="list-style-type: none"> Be told of any cost for services not covered by PEI's health plan 	<ul style="list-style-type: none"> Promptly paying any bills for services charged

Health PEI

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>



Save the Date:

Canadian Patient Safety Week is taking place October 21-25, 2024. Stay tuned for more information.

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.

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

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