

# Quality & Patient Safety

## Quarterly Review

## Seeing the Impact: When Quality Improvement Becomes Patient Experience

Across our system, quality and patient safety work happens every day—often quietly, behind the scenes, through small changes, thoughtful decisions, and ongoing efforts to improve how we deliver care.

This quarter, we are reminded of an important truth: the real impact of this work is best understood when we see it through the eyes of our patients.

Through initiatives shared at the Spring Learning Exchange and the Patient Experience Team we continue to see how system-level changes translate into meaningful differences for the people we serve. Hearing directly from patients and families has reinforced this connection. Their perspectives highlight not only what is working well, but also where opportunities remain to strengthen communication, coordination, and care delivery. These insights are critical in helping us move beyond processes and metrics to truly understand impact.



At the same time, our continued focus on incident learning and system review is helping us better identify patterns, understand contributing factors, and implement changes that support safer, more reliable care. This work reflects a shared commitment across teams, services, and leadership.

Quality and patient safety is not one initiative or one area of work—it is a collective effort, built on curiosity, collaboration, and a willingness to learn. When we connect improvement work to patient experience, we strengthen our ability to make meaningful, lasting change.



# Spring Learning Exchange: A Reminder of Why Our Work Matters



The **Spring Quality & Patient Safety Learning Exchange**, held on April 9, 2026, brought together staff from across the system to share ideas, showcase improvement work, and reconnect with the purpose behind their work.

While many valuable initiatives were presented, it was the patient and family stories that had the greatest impact. These firsthand experiences highlighted the real-life effects of care and reinforced the importance of listening and learning from those we serve.

The event served as a reminder of the value of stepping back, reflecting, and learning together.

Gratitude is extended to all who participated, especially the patient and family presenters for their openness in sharing their experiences.

For those unable to attend, a recording of the event is available on the [Staff Resource Centre](#).

We warmly invite everyone to join us for the Fall Learning Exchange on **October 29, 2026**, taking place at the Credit Union Place in Summerside.

**We hope to see you in October!**

Please register by  
**October 15, 2026**  
by emailing  
**Catherine Coady**  
at  
[cacoady@ihis.org](mailto:cacoady@ihis.org)

# Just Culture Corner

## Just Culture Week: June 8–12, 2026

**June 8–12, 2026** marks **Just Culture Week** at Health PEI—a time to reflect on how we support fairness, accountability, and learning across our organization.

A **Just Culture** promotes shared accountability within Health PEI, where the organization ensures safe systems and fair responses to staff actions, while healthcare staff are responsible for their decisions and reporting errors. This collective responsibility involves everyone, from frontline teams to senior leadership, and is vital for enhancing care quality.

Creating a safe, transparent environment fosters open communication, enhancing patient safety and workplace culture. Just Culture encourages dialogue, values staff input, and promotes learning and continuous improvement, addressing the increasing focus on listening to healthcare workers.

During Just Culture Week, staff are invited to engage in challenges that encourage reflection, conversation, and practical application of Just Culture principles in their daily work.

To learn more check out the [Just Culture](#) page on the [Staff Resource Centre](#).



For further information or to access training, contact **Christine Handrahan**,  
Project Manager  
[christinehandrahan@ihis.org](mailto:christinehandrahan@ihis.org)  
902-218-6303

## Please Welcome Lacy Costain as Our Newest Provincial Patient Navigator

Lacy has 22 years of experience as a Medical Radiation Technologist, beginning her career at the IWK Children's Health Centre in Nova Scotia with a focus on pediatric imaging. She later worked in New Zealand as an X-ray technologist, improving her clinical and cultural skills.

Lacy returned to Canada, starting in Western PEI with cross-training in laboratory work and X-ray before joining Queen Elizabeth Hospital (QEH) in Charlottetown. She held leadership roles, including temporary Coordinator of the Diagnostic Imaging Department and Clinical Coordinator for the PEI School of Radiography. Lacy also helped launch the Provincial Mobile X-ray Program to enhance access to diagnostic imaging in long-term care facilities, showcasing her commitment and adaptability in patient care throughout her career in PEI and Nova Scotia.



# Celebrating Community Leadership: Patient & Family Partner Alison MacDonald Honoured Nationally



Health PEI is proud to celebrate Alison MacDonald, recipient of the 2025 Atlantic Region Emerging Leader Award, presented at the National Volunteer Awards in Ottawa.

Alison has been a valued Patient and Family Partner with Health PEI since 2024, bringing important patient and community perspectives to numerous committees. She also serves on the Health PEI Board of Directors Quality & Safety Committee, contributing to discussions that strengthen patient safety and support continuous improvement across the system.

***“Being a Patient & Family Partner with Health PEI has been an incredibly meaningful experience. It has allowed me to use my voice, lived experience, and passion for healthcare to help contribute to patient-centred improvements across the system. I am grateful for the opportunity to give back to Island communities and to be part of conversations that help make care safer, more compassionate, and more responsive for patients and families.”***

Alison is a dedicated community leader focused on supporting seniors, children, and youth while promoting inclusion and care. She volunteers with various organizations, including the Mi’kmaq Confederacy of PEI and the Alzheimer Society, and works on reconciliation through Indigenous partnerships and mentorship. Additionally, she has served as a bilingual crisis responder.

Alison’s leadership, compassion, and commitment to service make her a true emerging leader in Atlantic Canada.

**Please join us in congratulating her on this well-deserved honour.**

*Congratulations*



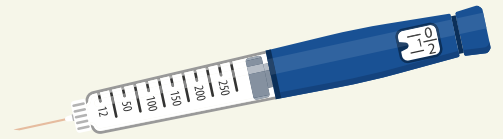
# I N S U L I N

## Medication Safety Update: Newer Insulins and Patient Safety Risks

A recent Institute for Safe Medication Practices (ISMP) Canada Safety Bulletin (March 2026) reviewed medication incidents involving newer insulin products. Insulin remains a high-alert medication, with over 1,100 incidents reported nationally to the Canadian Medication Incident Reporting and Prevention System between May 2020 and April 2025. Most were near misses or no-harm events, with a small percentage resulting in harm.

### Key risks identified include:

- Confusion related to product changes
- Unfamiliarity with dosing and product characteristics
- Storage issues leading to mix-ups



Health PEI has implemented several strategies to reduce the risk of these incidents:

- **Biosimilars:** Pharmacies stock one brand per biosimilar to reduce selection errors, with automatic therapeutic interchange in Cerner and supporting guidance available on the Staff Resource Centre.
- **Concentrated insulins:** Product strength is built into medication names in Cerner, with clear dosing instructions for high-concentration insulins (e.g., Tresiba U-200)
- **Ready-to-use products:** Premixed insulin infusion bags and patient-specific prefilled pens reduce the need for manual preparation and dose measurement.
- **Pyxis safeguards:** Staff are encouraged to wait for pharmacist verification and avoid overrides whenever possible to minimize selection errors.
- **Independent double checks:** A continued focus on strengthening double check practices for insulin administration.

## Health PEI Leadership Excellence in Quality and Safety Award

The Health PEI Leadership Excellence in Quality and Safety Award, as well as up to 2 Awards of Merit, are presented by the Health PEI Board to an individual or group who has demonstrated significant leadership in the area of quality and safety, and who is making positive, sustainable changes across the healthcare system.

Nominations are now open for this annual award selected by the Health PEI Board of Directors. The deadline for submissions is August 8, 2026.

For more information, please visit: [www.healthpei.ca/nominate](http://www.healthpei.ca/nominate)

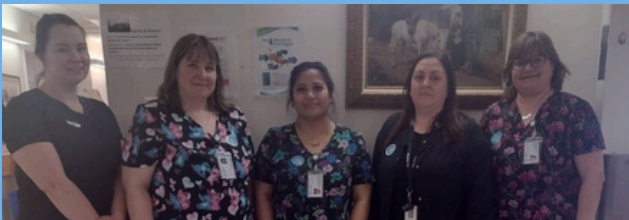
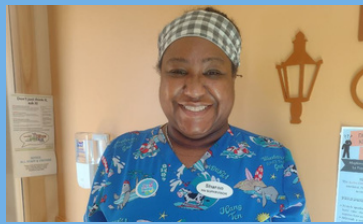


# WORLD HAND HYGIENE DAY

Led by the World Health Organization (WHO), **World Hand Hygiene Day** is held annually on **May 5<sup>th</sup>** as part of the **SAVE LIVES: Clean Your Hands** campaign.

Health PEI was proud once again to support this global initiative with **1483 Clean Hands Squad stickers** ordered for staff to wear across the province. Next year's goal is to exceed this year's sticker orders!

This year's slogan was **"Action Saves Lives."**



The WHO calls on all those providing and supporting health care to renew their commitment to hand hygiene and infection prevention and control to ensure patient and healthcare worker safety.

<https://www.who.int/campaigns/world-hand-hygiene-day/2026>

## Health PEI Hand Hygiene Expectations:

- Annual Mandatory hand hygiene education for all staff
- Hand Hygiene education compliance tracking
- Hand Hygiene audits results posted on unit/household Quality Improvement Boards



All Health PEI staff, including those who do not provide direct patient care, are required to complete annual e-learning hand hygiene module through the Discovery Campus software system using this link: [Health PEI Hand](#)

The Infection Prevention and Control team reached a milestone in 2025-26, as they observed **15,892** moments of hand hygiene. This was one for the record books and with 4,478 moments of hand hygiene already observed in the first quarter of 2026-27, the team is on track to break this record! Thank you to the Infection Control Professionals for their commitment to patient and staff safety!

# Accreditation Update

## Preparing for On-Site Surveys

Health PEI continues to prepare for upcoming Accreditation Canada on-site survey visits:

- **November 22–27, 2026**
- **June 6–11, 2027**



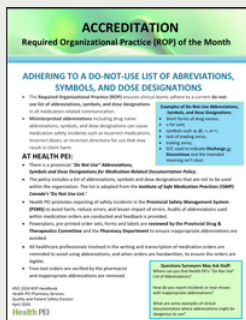
2026							NOVEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7							
8	9	10	11	12	13	14							
15	16	17	18	19	20	21							
22	23	24	25	26	27	28							
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JUNE 2027						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

The **November survey** will include areas such as **Ambulatory Care, Diagnostic Imaging, Long Term Care, Mental Health and Addictions, Home Care, Public Health, Palliative Care, and Rehabilitation Services.**

Teams across the organization are actively preparing by reviewing standards and Required Organizational Practices (ROPs), participating in mock tracers, and continuing quality improvement work.



From a survey perspective, the focus is not just on preparation for survey days, but on demonstrating that quality and patient safety are part of everyday practice.

Staff are encouraged to access key accreditation resources available on the Quality and Patient Safety section of the [Staff Resource Centre \(SRC\)](#), including standards, toolkits, training videos, and the QPS Dashboard.



Thank you to all teams for your ongoing work to support safe, high-quality care across Health PEI.





# Patient & Family Partner Education Day: Your voice, our Path Forward

On **April 30**, Patient and Family Partners came together with the Patient Experience team for a meaningful Education Day focused on learning, connection, and shared purpose.

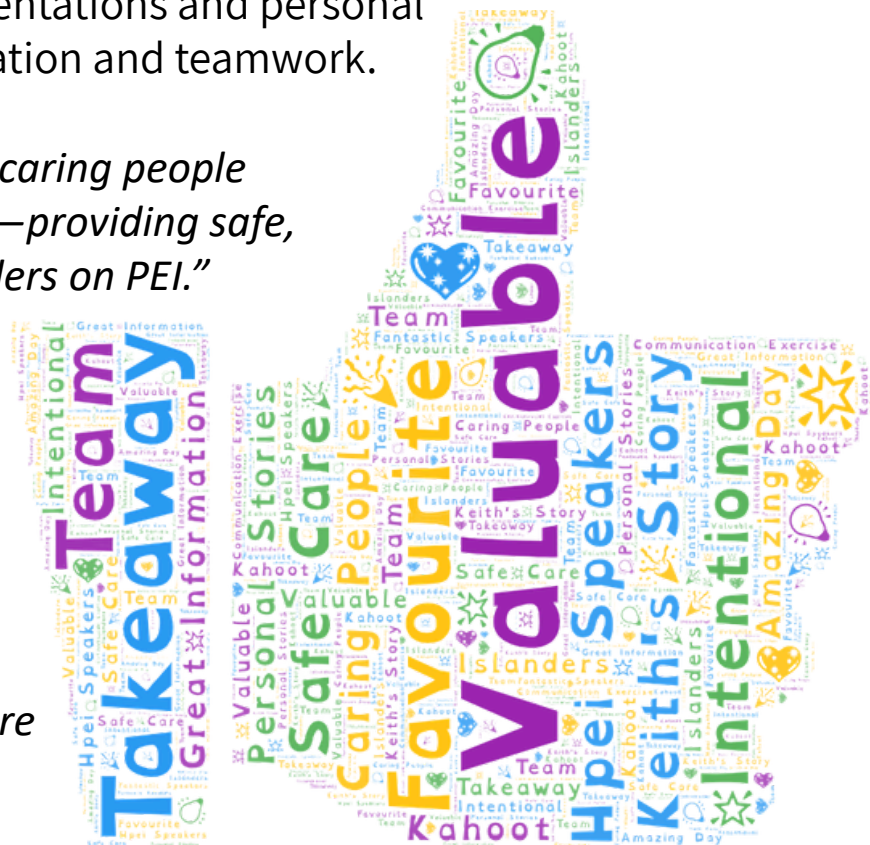
The day included insightful presentations and personal stories, emphasizing collaboration and teamwork.

*“We are a group of intentional, caring people wanting to achieve the same goal—providing safe, person-centred care for Islanders on PEI.”*

Interactive activities and discussions fostered connection and reflection, with many expressing appreciation for the chance to share experiences.

*“The communication exercises were great.”*

*“I really enjoyed the interaction, personal stories, and sharing.”*



**Thank you to everyone who participated and contributed to the success of the day.**



# Making Quality Visible: How to Build an Effective Quality Board


In the fast-paced world of healthcare, where patient safety and continuous improvement are paramount, **Quality Boards** serve as powerful visual tools to align teams, track progress, and foster a culture of transparency and accountability.

But what exactly makes a **Quality Board** great—not just good?

A **Quality Board** is a dynamic visual tool that enhances engagement, transparency, and accountability in continuous improvement across various sectors. Its main goals include:


- Visualizing progress on initiatives
- Engaging teams in problem-solving
- Tracking key metrics
- Fostering communication and collaboration
- Celebrating successes and learning from setbacks

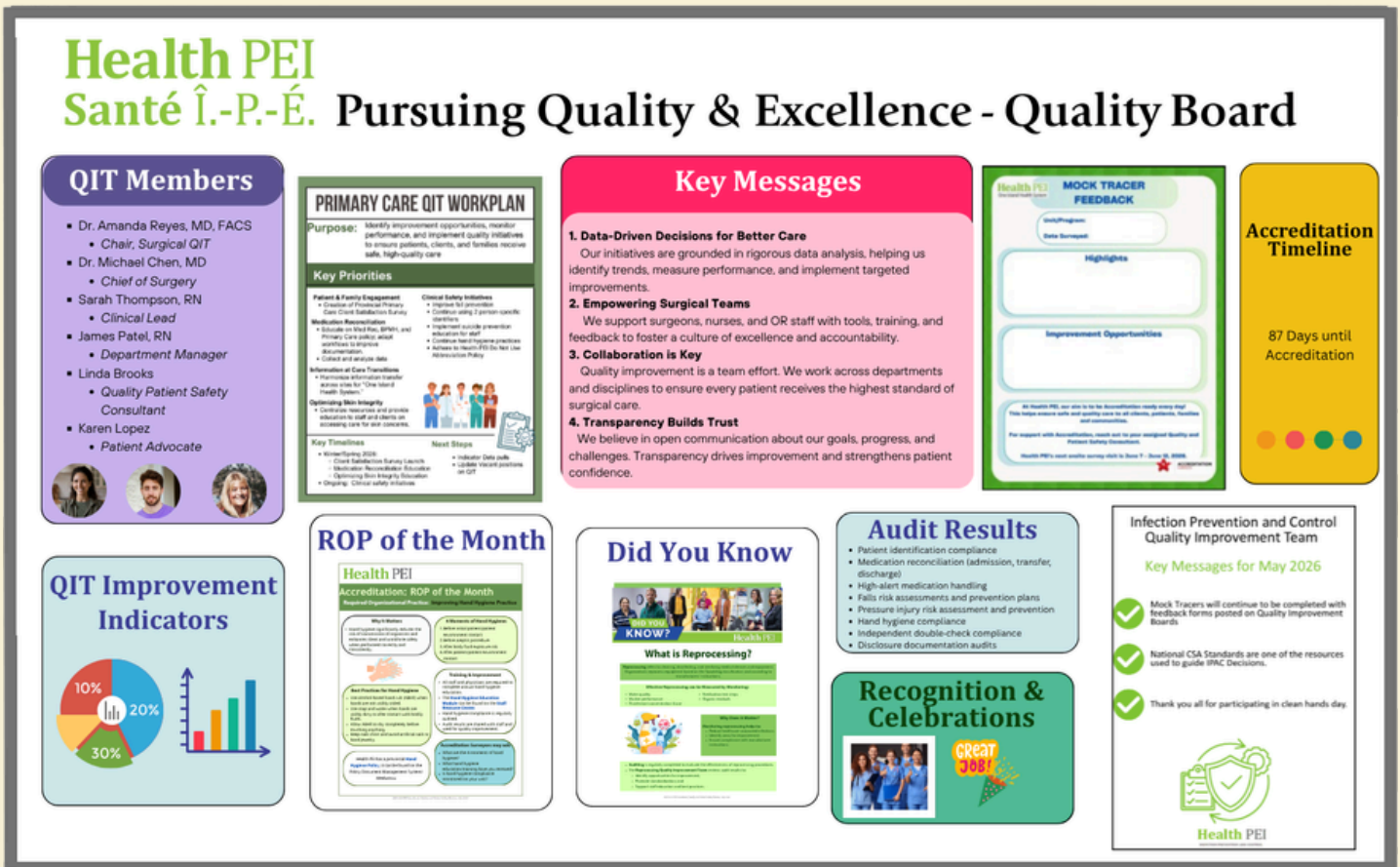
## Essential Components of a Quality Board:

- Health PEI Banner (If you need one contact your Quality Patient Safety Consultant)
- QIT Member List and Titles
- QIT Workplan
- QIT Indicators Data
- Key Messages from QIT Meetings
- Accreditation Time Line
- Mock Tracer Feedback Form
- ROP of the Month and Did You Knows
- Audit results
- IPAC Key Messages 

## Optional Components:

- Idea Generation Section for staff input
- Recognition and Celebrations for team achievements and contributions

 Incorporate an interactive element to demonstrate staff engagement to surveyors. One fun summer idea is to hide a sun on your board and challenge staff to find it for a chance to win a prize!



## Additional Notes

- Boards should be updated monthly
- Include visuals – charts, graphics, and images help to capture people’s attention
- Assign a team member to be responsible for updating the board monthly



For additional support contact your Quality Patient Safety Consultant





Do you have any questions regarding the information you've read here? Would you like to propose a topic or story idea for an upcoming edition of the newsletter? If so, feel free to reach out to **Catherine Coady** at [cacoady@ihis.org](mailto:cacoady@ihis.org)

[EMAIL CATHERINE](mailto:cacoady@ihis.org)



The [Staff Resource Centre](#) (SRC) homepage includes a Quality and Patient Safety section that highlights essential information regarding accreditation, enhancement, safety, and ethics. Staff members are encouraged to visit this section regularly for the latest updates.

[STAFF RESOURCE CENTER](#)

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