

Quality & Patient Safety

Quarterly Review – Fall 2021



2021 Leadership Excellence Award

Since its establishment in 2010, the Health PEI Board of Directors has been working to promote safety and quality within the PEI health system. These efforts reflect the Board's ongoing commitment to meeting national standards and to fostering a quality improvement culture across Health PEI.

The Board, recognizing that employees play a key role in leading system transformation, created the Leadership Excellence Award to acknowledge staff achievements in leadership excellence in building a quality and safety culture.

The Leadership Excellence Award is given to either an individual or team who demonstrated significant leadership in the area of quality and safety, and who is making positive, sustainable changes across the healthcare system. Additionally, two awards of merit may be given to worthy individuals and/or teams.

There were 12 submissions for 2021. This year, the Health PEI Board of Directors selected one Leadership Excellence Award winner and two awards of merit. The awards were presented at Health PEI's 11th Annual General Meeting on October 27, 2021.

And the winners are...

The 2021 Leadership Excellence Award winner was the ***Public Health Nursing & Vaccine Roll Out Team*** for their Covid-19 Vaccine Roll Out nominated by Kelley Wright.

An Award of Merit went to the ***Unaffiliated Virtual Care Program*** nominated by Christina Phillips.

An Award of Merit went to ***the Health PEI IV to PO Antimicrobial Conversion Implementation*** nominated by Kilby Rinco.

Congratulations to all 2021 recipients!

Canadian Patient Safety Week

From October 22 to October 29, 2021, Health PEI participated in the annual Canadian Patient Safety Week (CPSW). Canadian Patient Safety Week is a national campaign that started in 2005 to inspire extraordinary improvement in patient safety and quality. Along with the Healthcare Excellence Canada (formally Canadian Patient Safety Institute), healthcare organizations are encouraged to participate, spreading the mission to promote patient safety.

The theme of the 2021 CPSW was ***Who Knows? Essential Care Partners do*** which encouraged patients, healthcare providers and leaders to learn more about Essential Care Partners to improve patient safety. An Essential Care Partner is more than a visitor – they are vital members of the healthcare team who provide consistent support to a patient/client/resident throughout their healthcare journey.

This year, during CPSW, Healthcare Excellence Canada offered a variety of activities including: hosting a webinar on Who Knows? Essential Care Partners Do, and sharing tips and tools for healthcare providers and the public on how to welcome and engage Essential Care Partners into health and healthcare settings. At Health PEI, we celebrated CPSW

with patient safety questions, and handing out some **Health PEI Good Catch Awards**.

Question of the Day: During CPSW, Health PEI staff received an email with a link to a daily question to increase knowledge of quality and patient safety. Participants had a chance to win a prize. A total of 1146 responses were received.

Congratulations to the following Question of the Day winners who each received a \$15 Tim Horton's gift card:

Paula Dockstader, Public Health Queens

Shari MacDonald, KCMH

Sandra Graham, PCH

Debbie Bulger, Summerset Manor

Wendy Arsenault, Beach Grove Home

Thank you to all Health PEI staff who participated in 2021 Canadian Patient Safety Week! If you are interested in learning more about patient safety to visit [Healthcare Excellence Canada's website](#) where you will find countless tips, tools, and resources related to patient safety.



Watch for next year's
Canadian Patient Safety
Week taking place from **October
26-30, 2022!**

Insulin Near Miss: Outdated BPMHs Can Lead to Serious Medication Errors

A patient was admitted in August 2021. At that time, the admission medication reconciliation was completed using a BPMH (Best Possible Medication History) from five months prior, March 2021. This resulted in the patient being ordered an outdated insulin regimen; insulin glargine 64 units subcutaneous in the morning and insulin aspart 12 units TID. Since March, the patient's insulin needs had reduced significantly. The current insulin regimen was actually only insulin glargine 10 units in the morning and insulin aspart 8 units TID. Fortunately, a pharmacist identified the discrepancy and communicated promptly with the patient's nurse, prior to insulin administration. New insulin orders were obtained and the patient received the correct insulin doses.

Had the patient received the old insulin doses, hypoglycemia and harm could have occurred. This near-miss example highlights the importance of using an up-to-date BPMH.

Shared Learning

Be sure to use a current BPMH to complete admission orders.



Accreditation Update

Health PEI's next on-site survey is taking place June 12 to June 17, 2022.

We are currently working with Accreditation Canada to finalize the logistics of the survey visit, including number of surveyors (size of survey team), the Health PEI locations that will be visited by the survey team and the survey schedule. We are planning for a typical on-site survey visit, similar to past survey visits, with some elements of virtual tracers/meetings with surveyors. More information will be shared once details are confirmed.

We recognize the hard work many staff, teams and programs have been doing to prepare for June's on-site survey visit. We thank you for your efforts and your ongoing dedication and commitment to improving the quality and safety of the services we provide across our health care system.

For more information on Health PEI's Accreditation preparation, please contact Brianne Timpson, Quality Risk Consultant, at btimpson@ihis.org or (902) 620-3349.



**June 2022
Countdown to
Accreditation – 30 weeks!**

Good Catch Awards

From time to time, the Quality, Risk and Patient Safety Division recognizes individuals, teams or facilities with a **Health PEI Good Catch Award**. The **Good Catch Award** recognizes staff and physicians who identify and report “near misses” or “good catches,” and make changes to improve the quality and safety of the healthcare system. The following staff were recent recipients of a Good Catch Award.

Joleen Webster – LPN
– Acute Psychiatry Unit, Hillsborough Hospital

Joleen was recognized for her initiative, time and attention to identify and lobby for a safer, alternative solution to the plastic utensils which were being provided to patients at Hillsborough Hospital.



Evelyn Casey –
Addiction Worker –
St. Eleanor’s House

Evelyn was recognized for using her critical thinking, communication and crisis management skills to support and ensure a client’s safety.



Kristy Peters, Anna Crane and Adam Stavert – Radiation Therapy, PEI Cancer Treatment Centre

Kristy, Anna and Adam were recently recognized for their

attention to ensure the right patient received the right treatment at the right time.

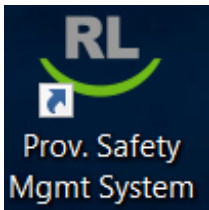
Shawnna Gaudet –
LPN – Home Care
Prince – O’Leary Office

Shawnna recently identified that a home care client had experienced a medication incident. Shawnna was thorough in assessment, plan and action, ensuring that the client received appropriate support and timely follow-up from appropriate healthcare providers.



Congratulations Joleen, Evelyn, Kristy, Anna, Adam and Shawnna! Thank you for your ongoing dedication and commitment to improving the quality and safety of patient/client care and services.

For more information on Health PEI’s Good Catch Awards, please reach out to your program’s Quality Risk Consultant.



PSMS News & Updates



Front Line Staff Users of PSMS:

The incident event forms are currently being reviewed for any changes that may assist in the ease of entering incidents. If you would like to make any recommendations to change or improve the forms in the provincial Safety Management System (PSMS), please submit your feedback to Krista Paquet, PSMS Administrator at kmpaquet@ihis.org. Please submit feedback by December 17, 2021.

Reminder



On the main page of the Staff Resource Centre, there is now a Quality and Patient Safety box – where all accreditation, quality improvement, patient safety and ethics information is captured. Information is uploaded regularly, and staff are encouraged to 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>

Palliative Care Resources on Staff Resource Centre

Palliative Care now has a designated space on the Health PEI Staff Resource Centre <https://src.healthpei.ca/palliative-care>

There is a plethora of information and resources for staff as well as information suitable for clients and families. There is a comprehensive section on palliative care and COVID 19, including a COVID last days of living order set. Along with the Edmonton Symptom Assessment System-Revised (ESAS-r) now being available online for clients to complete, there is also information to support staff with operationalization of the new Palliative Pain and Symptom Assessment Edmonton Symptom Assessment System (ESAS-r) Policy. This policy applies to all Health PEI care providers providing palliative care to those facing a life-limiting illness in all healthcare settings. In the administrative and forms and templates section, there are helpful materials relating to Health Care Directive, Goals of Care, and Advance Care Planning.

Children with Complex Needs Survey

The Children with Complex Needs Steering Committee



has been working on gathering information about children with complex needs and the challenges they face in coordinating and accessing care for several years. Children with complex needs refers to children and youth up to 18 years (and their families) who have or are at increased risk for chronic physical, developmental, behavioral or emotional conditions. Multiple services are required to address these interrelated needs, which have a functional impact beyond that experienced by children generally. Care for these children and youth is often more complex because of their various health conditions and extra care requirements. They may have: challenges with moving around, frequent medical needs, difficulty communicating, ongoing mental health concerns or trouble with transitioning to different situations and environments.

Determining the number of children with complex needs in PEI has been a challenge due to the nature of the agreed upon holistic definition and the inconsistency in definition across other jurisdictions. The Children with Complex Needs Steering Committee recently implemented a survey to help determine the number of children and youth in PEI who are currently using

health care services and if their needs may be complex. This survey was shared with parents from across PEI with help from many community partners and government agencies. In particular, Student Services and principals of the Public Schools Branch and Commission scolaire de langue française helped to connect with many Island parents and care givers. This survey was to be completed for all children and youth regardless of their health needs.

Initial results are currently being analyzed. The survey was open from June 5 to September 19, 2021 and was completed for 1860 Island children and youth across our three counties. Access to health care services has been impacted for many of those who have completed the survey.

With a better understanding of the children with complex needs population we hope to further develop and improve programs for children with complex needs and all children accessing health care services. Stay tuned for full survey results in the coming months.

SHARE YOUR STORY

Do you have questions about any of the stories included in this newsletter?

Do you have a topic or story idea for a future edition of the newsletter?

If so, please contact Connie Mattes at cpmattes@ihis.org or 902-569-7769

Home Care Service Delivery Transformation Project

The Home Care Service Delivery Transformation project is well underway. The project goal is to improve efficiency, communication and service delivery access to Home Care clients and families by implementing a modernized technology solution (laptops, tablets, phones) that is organized, efficient and mobile-friendly. This project will see the implementation of a new case management system as well as an electronic scheduling system to assist in the scheduling of 180,000 in-home visits annually which are currently scheduled manually. The implementation of the interRAI-HC assessment tool, which is a reliable, person-centered assessment that informs and guides comprehensive care and service planning in the Home Care sector, and is widely across Canada, will allow us to collaborate with CIHI. The data will also be used for benchmarking with other jurisdictions. The utilization of technology and hardware will enable a “live” chart in client’s homes. The go-live date for this large transformational change is scheduled for February 15, 2022.

Home Care and Palliative Care Orientation

Both the Home Care and Palliative Care programs have recently revamped their orientation programs. With five different offices across the province, it is important to ensure all staff onboarding either of these programs receive the same training, regardless of which office they are orientating to. The new orientation programs include a complete review and revision of the manual used, as well as resource materials, length of orientation based on roles, and checklists to ensure all pieces of orientation have been covered. The goal of the palliative orientation would be to have more wide-spread knowledge of palliation provided to staff at all our health facilities as anyone becoming frail or facing a life-limiting illness would benefit from certain key palliative care services, which can be provided by any health care provider. It is hoped that this palliative care orientation document will enhance and support any orientation package already in place at any Health PEI site/program.

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

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Krista Paquet, PSMS Systems Administrator

Connie Mattes, Administrative Assistant
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Philip Theberge, Quality Risk Consultant
Karen Chaffey, Quality Risk Consultant
Kendra Gunn, Risk Advisor
Jennifer Bradley, Research Ethics Coordinator

QRC Roundup

As part of our efforts to improve knowledge of Quality Risk Consultants (QRC) and their role, we feature a different QRC in each edition of our newsletter. This month we are introducing a QRC who joined our team in September 2021 and welcoming back another team member.



Mary Laura Coady is a registered dietitian and certified diabetes educator who has experience in diabetes nutrition education, community nutrition programs, clinical

dietetics, pediatric and neonatal dietetics.

Mary Laura is a graduate of UPEI's Bachelor of Science in Foods and Nutrition program. Mary Laura's most recent role prior to joining the Quality Risk Consultant team was Health PEI's Patient Navigator. Mary Laura considers herself fortunate to work with Islanders and fellow Health PEI staff in providing customer service driven health care.

Mary Laura's QRC portfolio supports the Queen Elizabeth Hospital Unit 3, Unit 8 and Unit 7 as well as Maternity, Pediatric, Ambulatory Care and Rehabilitation Quality Improvement Teams. In addition, Mary Laura provides support to the Clinical and Organizational Ethics Committee.

Mary Laura has an office at the QEH and 16 Garfield Street; she can be reached at (902) 368-5484 or mlcoady@ihis.org

WELCOME BACK SHEILA!

The Quality, Risk and Patient Safety Division is very pleased to welcome back **Sheila Gaudet** to the role of Quality Risk Consultant. Sheila returns after spending two years with the Government of Prince Edward Island. Sheila's QRC portfolio supports some areas at Prince County Hospital (Emergency Department, ICU, Medical/Palliative and Surgical/Restorative Care units, and support services), Western Hospital, Community Hospital O'Leary, Provincial Laboratory Services, Provincial Dialysis and Women's Wellness. Sheila also provides quality support to the Laboratory, Critical Care and Emergency Department Quality Improvement Teams.

Sheila's office is located at PCH. She can be reached at (902) 438-4533 or smgaudet@gov.pe.ca

