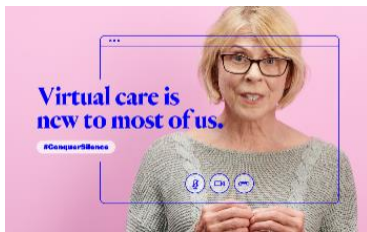


Quality & Patient Safety

Quarterly Review

Canadian Patient Safety Week

From October 26 to October 30, 2020, Health PEI participated in Canadian Patient Safety Institute's 16th 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.



The theme of the 2020 CPSW was **Virtual Care is New to Us** which encouraged patients, healthcare providers and leaders

to learn more about virtual care to improve patient safety. The Canadian Patient Safety Institute (CPSI) shares that 10% of Canadians have experience with virtual care, while 41% would like to have virtual visits with healthcare providers.

During the 2020 Canadian Patient Safety Week, CPSI offered a variety of interactive activities including sharing tips and tools for healthcare providers and patients on how to make the most out of virtual care appointments, offering webinars on a variety of topics (Virtual Care, the Canadian Quality and Patient Safety Framework), sharing patient stories on preventable harm, and unveiling three new episodes of CPSI's award-winning PATIENT podcast. Health PEI's CPSW initiatives included a daily patient safety question and a number of facilities presented awards related to quality and patient safety.



Question of the Day: Each day during CPSW, Health PEI staff received an email with a link to a daily question to increase knowledge of patient safety. Each person who answered the question was entered into a draw for a prize. We had a total of 1584 responses to this activity and are so pleased with the engagement of staff!

Congratulations to our following winners:

- \$50 gas card - **Michelle Peterson**, Personal Care Worker at Prince County Hospital
- \$25 gas card - **Michelle Nimmo**, Medical Secretary at Obstetrics and Gynecology Clinic at The Mount
- \$25 gas card – **Judy Bryanton**, Payroll Clerk at Hillsborough Hospital

Thank you to all Health PEI staff who participated in 2020 Canadian Patient Safety Week and helped make it a success! If you are interested in learning more about patient safety to visit the [CPSI website](#) where you will find countless tips, tools, and resources related to patient safety.



The next Canadian Patient Safety Week takes place
October 25-29, 2021!



Ethics Week - November 2-8, 2020

Health PEI was proud to endorse and participate in **National Health Ethics Week**. In 2020, both the Health PEI Clinical & Organizational Ethics Committee (C&O Ethics Committee) and the Prince Edward Island Research Ethics Board (PEI REB) collaborated to share information with Health PEI staff on ethics and the supports available. The C&O Ethics Committee and the PEI REB distributed informative emails throughout the week to promote ethics awareness.

Also, on October 27, 2020, the Clinical and Organizational Ethics Committee invited Health PEI employees to attend a virtual Ethics education session on "Professional Boundaries and Social Media".

This year the Ethics Committee is offering **Table Top Exercises** on how to use the Ethical Decision Making Framework and Guidelines when experiencing an ethical dilemma. If you would like to learn more about different educational opportunities for your teams, please reach out to the Clinical & Organizational Ethics Committee at ClinicalEthics@ihis.org.

2020 Leadership Excellence



Award

Since its establishment in 2010, the Board of Health PEI 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 18 submissions for 2020. The Board selected one Leadership Excellence Award winner, two awards of merit, and two certificates of recognition. The awards were presented at Health PEI's 10th Annual General Meeting on October 27, 2020.

And the winners were...

The 2020 Leadership Excellence Award winner was the Mental Health and Addictions COVID-19 Management Team for their **Psychiatry Urgent Care Clinic Initiatives** nominated by Dr. Heather E. Keizer.

An Award of Merit went to the **Integration of Mental Health Crisis Response into Acute Care at Prince County Hospital** nominated by Heather Mills.

An Award of Merit went to the **IV Pump (Medication Library) Implementation Project** Nominated by Kilby Rinco.



Paul Young, Administrator Community Hospitals West, was awarded a Certificate of Recognition for Innovation.

Stephen Daley, Business Continuity and Emergency Management Coordinator, was awarded a Certificate of Recognition for Collaboration.



Congratulations to all 2020 recipients!

Reporting Serious Events of Children and Youth to the Child and Youth Advocate

Any persons who has knowledge of a serious injury or death of a child or youth must report the information to the Child and Youth Advocate.

Every government program or community organization that provides or provided a reviewable service to a child or youth, or their family, within two years prior to the serious injury or death of a child or youth, must report the information to the Advocate.



How does someone contact the **Child and Youth Advocate**? Anyone can contact the Office of the **Child and Youth Advocate** by email, voiceforchildren@ocyapei.ca, in person or by telephone: 1-902-368-5630.



PSMS News & Updates

- Please use the PSMS Scope/Report Change Request Form to make any changes to your scope or report requirements. The form can be found on the Staff Resource Centre or under bookmarks in PSMS.
- PSMS Alerts are available to managers and supervisors who want to be advised when files have been open for greater than 30 days. To receive these alerts, please contact Krista at kmpaquet@gov.pe.ca.

QEH Quality and Patient Safety Award

Congratulations to **Stephanie Freire**, Radiation Therapist at the Prince Edward Island Cancer Treatment Centre (PEICTC) as the **2020 recipient of the Queen Elizabeth Hospital (QEH) Quality and Safety Award**.

This award recognizes the importance of patient safety and quality in all services provided at the QEH and is presented annually during Canadian Patient Safety Week. Stephanie is also chair of the Atlantic Canada Side Effect group. Through this group she has been integral in developing patient education material based on best practices for patients in all four Atlantic provinces receiving treatment for head and neck cancer. This patient education material includes side effect management,

fatigue management and dietary support. Stephanie has also developed a program for head and neck cancer patients at the PEICTC to access speech language pathology which will improve the quality of care these patients receive. The hard work Stephanie has put into this project will support patients to receive quality care and equal access to the required services.



Countdown To Accreditation
13 months – June 2022!



Accreditation Update

In late January 2021, Health PEI submitted a letter to Accreditation Canada's

Accreditation Decision Committee formally requesting postponement of our next on-site survey visit until 2022. There are two reasons why we asked for this postponement – the ongoing management of the COVID-19 pandemic and the major organizational restructuring of our Island health services.

We are pleased to share that our request was approved, and **Health PEI's next on-site survey will take place in June 2022**. During this time, we will retain our current status of Accredited.

We recognize the hard work many staff, teams and programs have been doing to prepare for the September 2021 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. While our on-site survey has been delayed, the expectation from the Executive Leadership Team is that the valuable work of the Quality Improvement Teams and other teams and committees continues. Now is not the time to pause or stop preparing for accreditation or working on other quality improvement and safety initiatives. We do need some time to reorganize and settle into our new organizational transformation and this postponement affords us the opportunity to refresh our approach and support for quality and safety,

We are committed to continue to work with Accreditation Canada to design a meaningful and productive survey experience for June 2022. More details will be shared as planning progresses.

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

Did You Know?



On the main page of the Staff Resource Centre, you will now find a Quality and Patient Safety box – where all accreditation, quality improvement, patient safety and ethics information is captured.

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>



When to Report a Patient Safety Event?

One consideration to remember when thinking about when to report, is to consider the definition of an incident: "Any event, accident or unusual situation which is not consistent with the routine operation of a health facility, or provision of a health service, or the routine care of patients, residents or clients within the health system."

Another way to frame this would be to ask yourself - would I have expected this to happen in my normal working day? If not, then the safer road to travel is to report!

Reporting incidents has been identified as one of the pillars to creating a safer and trusting workplace for all of us. Staff reporting creates an environment that supports change for the better.

So when in doubt, report!

QRC Roundup

As part of our efforts to improve knowledge of Quality Risk Consultants (QRC) and their role, we will be featuring different Quality Risk Consultant(s) in each edition of our newsletter. This month we will be introducing you to two more members of our Quality, Risk and Patient Safety team:

Karen Chaffey joined the team in October 2019. Karen's QRC portfolio consists of Surgical Services QEH & PCH, Medical Device Reprocessing PCH/QEH/KCMH, Cancer Treatment Center QEH & PCH, Unit 1 QEH, Unit 2 QEH, ICU/PCU QEH, and the Surgical, Reprocessing and Cancer Care Quality Improvement Teams.

Karen began working at Health PEI in 2017 as a Registered Nurse in the QEH Surgical Suite. Before moving to PEI, Karen worked with Eastern Health as a Clinical Reviewer/Coordinator for a Surgical Quality Improvement Program. Karen has a nursing background in acute care and experience working as a Clinical Nurse Educator and Policy Coordinator. Karen holds a Master of Health Administration and certification in Policy Development. She has also achieved the Certified Health Executive designation from the Canadian College of Health Leaders.



Karen's office is at the Queen Elizabeth Hospital and she invites anyone who has questions about patient safety, quality and risk for the above areas to connect with her at 902-894-2953 or kkchaffey@ihis.org.

Karen Biggar joined the team in September 2020. Karen's QRC portfolio consists of Provincial Maternity (QEH/PCH), Provincial Pediatrics (QEH/PCH), and Provincial Woman's Wellness Programs/Obstetrics and Gynecology Clinic (PCH/Mount). She sits on the Maternal/Newborn, Pediatric, and Rehabilitation Quality Improvement Teams. Karen's portfolio also covers risk management for Units 3, 7, 8, and 9(ALC) at QEH as well as Physical Medicine and Support Services. Karen is a Registered Nurse with her Masters in Nursing and has many years of experience in clinical areas including Mental Health, Neonatal Intensive Care, and Home Care. Karen brings a background in academic teaching and clinical instructing, as well as private consulting for companies focused on improving workplace culture and environment.



Karen's office is at 16 Garfield Street and she invites anyone who has questions about quality and risk issues to feel free to get in touch at 902-368-5484 or by email at ktbiggar@ihis.org.



Clean Your Hands Day – May 5, 2021

Health PEI supports the global campaign **Clean Your Hands Day** celebrated annually on May 5th – the day the World Health Organization has declared as World Hand Hygiene Day.

COVID-19 has brought infection prevention and control (IPAC) measures to the forefront of everyone's minds. Hand hygiene continues to remain the number one way to prevent health care acquired infections.

To show Health PEI's commitment to hand hygiene and providing safe patient/client/resident care, the Infection Prevention and Control Coordinators and IPAC Quality Improvement Team members are encouraging all departments to participate in Clean Your Hands Day by encouraging staff to wear a **"Clean Hands Squad" sticker** (pictured above) for their shift. The goal of this campaign is to encourage and promote conversation with our patients/clients/residents, the public and all healthcare workers regarding the importance of hand hygiene. Contact your manager/supervisor to get a sticker.

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

Melanie Walsh, Director
Connie Mattes, Administrative Assistant
Karen Biggar, Quality Risk Consultant
Brienne Timpson, Quality Risk Consultant
Philip Theberge, Quality Risk Consultant
Caroline Paton, Quality Risk Consultant
Beth Pizio, Quality Risk Consultant
Betty Auld, Quality Risk Consultant
Karen Chaffey, Quality Risk Consultant
Daras Singh, Quality Risk Consultant
Kendra Gunn, Risk Advisor
Krista Paquet, PSMS Systems Administrator
Jennifer Bradley, Research Ethics Coordinator

Share Your Story

Do you have questions about any of the stories 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

Connie Mattes at cpmattes@ihis.org or 902-569-7769