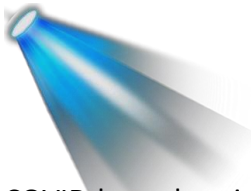


Quality & Patient Safety

Quarterly Review



Safety Spotlight

COVID brought with it the ability for the Mental Health & Addictions (MH&A) team to implement a number of patient centered, creative ideas to enhance the delivery of patient care. The MH&A team was able to establish an information line to assist Islanders in accessing the appropriate mental health and addictions services, and Mental Health Walk-In Clinic's became Phone-In Clinics so Islanders could continue to access these services. The MH&A team implemented the Children and Youth Urgent Mental Health Care (CYUMHC) virtual service for children/youth and their families who were struggling psychologically during the pandemic. The team also introduced Zoom calling for MH&A Clinicians and a more robust Telehealth Psychiatry service across the system. As well, two Psychiatric Urgent Care Clinic's (PUCC) for adults in need of urgent psychiatric assessments and/or possible admission to hospital at PCH and Hillsborough Hospital were opened.

In addition, the MH&A team began 24-hour follow-up when patients were discharged from acute care, emergency departments, or the PUCC's. Patients receive a call from Community Mental Health the next day following a discharge to check in, assess their mental health situation, and provide follow up care information.

To date, there have been 220 referrals for the 24-hour follow-up, and 95% have been contacted within the 24-hour period. As one client stated:

"I have always felt alone and abandoned when discharged from hospital but not this time. Today I got a call asking me how I was doing. I can't believe it! I feel like our health care system is finally starting to get it and I am so thankful that they care enough to check up on me! Dr. Keizer called me too! Today I feel loved."

Leadership Excellence in Quality and Safety Award

Through its annual Leadership Excellence in Quality and Safety Award, the Health PEI Board is acknowledging and celebrating staff who are making positive, sustainable changes across our health care system. The awards program recognizes individuals and health care teams that have led initiatives to improve the quality and safety of care in Prince Edward Island. We invite you to demonstrate your leadership in health care quality and safety by submitting a nomination. The submission deadline is **August 31, 2020**.

www.healthpei.ca/nominate

Good Catch Recognition

One Friday evening, a motor vehicle crash (MVC) victim came into the Emergency Department (ED). Pharmacy, while looking through the patient's chart to reconcile care, noticed the patient was suspected to have a head injury and the patient was on Xarelto (based on the patient's primary medication history). Pharmacy then messaged the Best Possible Medication History (BPMH) Technician working in the ED to get it flagged, and the BPMH Technician already had created a flag within 6 minutes of the patient's arrival. While the BPMH Technician was waiting for the patient to arrive to the ED, the BPMH technician also checked on medication supplies and topped up needed medications in the trauma room.

How Critical Thinking Helps Save Lives

Pharmacy Technicians provide value-added service in the Emergency Department (ED) in two large acute care facilities. This has resulted in improved patient safety and positive collaboration for care management. Pharmacy Technicians consistently flag high-risk drugs to the trauma team that results in significant impact on management of traumas coming to the ED. The combination of the specific skill set and effective communication to the trauma team contributes to positive outcomes for the patients and staff. Critical thinking by pharmacy staff can be life saving in some instances.

September 2021



**Countdown to Accreditation
– 13 months!**

Accreditation Update

Health PEI's next on-site Accreditation survey visit is **scheduled for next September 2021**. As



part of survey preparation, starting in September 2020, frontline staff and Quality Improvement Team (QIT) members are asked to complete self-assessment questionnaires of Accreditation standards specific to their programs/areas of care. More information on how to access the self-assessment questionnaires will be provided to the QITs in late August/early September. QITs will get the results of the questionnaires and work plans will be developed thereafter. For more information on the self-assessment questionnaire process, please contact your QIT Quality Risk Consultant.

Thank you to staff who participated in the Worklife Pulse Survey in June 2020. Watch for an update coming this fall from Human Resources on the survey results and next steps.

Thank you to the Health PEI Board of Directors who recently completed the Governance Functioning Tool (GFT), another essential requirement of the Accreditation process. This fall, the Board of Directors will review the GFT survey results, complete the self-assessment questionnaire on Accreditation Canada's 2019 Governance Standards and develop a work plan.

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

Update on Health PEI Quality Improvement Teams

Recently, The Quality, Risk and Patient Safety Division updated the standard Quality Improvement Team (QIT) Terms of Reference (TOR) template. The Executive Leadership Team (ELT) has reviewed and approved the TOR for use by all QITs. The QIT TOR template was last updated in 2011 and several changes were made in an effort to improve QIT purpose, clarity on member roles, team responsibilities, and accountability. A few highlights include:

- The option for QITs to be chaired by an Operational Leader, such as a Director, Manager, Clinical Lead, Supervisor, Educator. Teams may also choose to have a co-chair preferably from another site/location than the QIT chair.
- Expectation on team member roles, code of conduct, attendance.
- QITs meeting monthly, starting September 2020.
- Information on indicator development and monitoring, expectation on reporting.

As we continue to strengthen our work in quality improvement and patient safety, ELT has approved a few changes to the membership of some of the existing QITs. Details will follow on this to the teams directly impacted.

Thank you to our dedicated staff on the QITs who continue to focus on quality improvement, patient safety and strengthening our overall quality and safety culture. For more information on the Quality Improvement Teams, please contact Brianne Timpson, Quality Risk Consultant, at 902-620-3349 or btimpson@ihis.org.

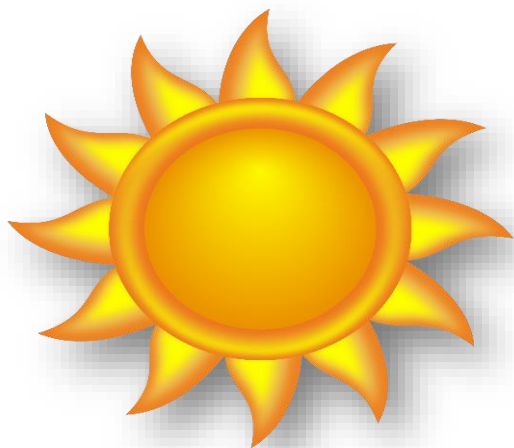
QRC Roundup

As part of our efforts to improve knowledge of Quality Risk Consultants (QRC) and their role, we will be featuring a different Quality Risk Consultant in each edition of our newsletter. This month we are introducing a QRC who joined our team in January 2020.

Brianne Timpson is a registered nurse who lived and worked in Yellowknife, NT for nearly 14 years. She is a graduate from UPEI's Bachelor of Science in Nursing program and has a Master of Nursing degree from Athabasca University. Currently, Brianne is enrolled in the second year of the Master of Science in Healthcare Quality program at Queen's University. Brianne has worked as a staff nurse, educator and for the past five years, in the field of quality and risk management. Brianne's QRC portfolio focuses on Accreditation coordination, patient safety and acute care quality improvement teams. Brianne's office is at 16 Garfield Street and can be reached at [\(902\) 620-3349](tel:9026203349) or btimpson@ihis.org.



Have a Great Summer!



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

Melanie Walsh, Director
Leslie MacArthur, Administrative Assistant
Mary MacDonald, Administrative Assistant
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
Jennifer Bradley, Research Ethics Coordinator
Krista Paquet, PSMS Systems Administrator
Kendra Gunn, Risk Advisor
Stephen Daley, Business Continuity Planner

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 Mary MacDonald at mhmacdonald@ihis.org or 902-569-7769