

Quality & Patient Safety

Quarterly Review – Winter 2022

Accreditation Update

Health PEI's 2022

accreditation
survey is
proceeding as

scheduled. Our

next on-site survey is taking place from **June 12 to June 17, 2022.** We are very close to sharing the finalized survey schedule with staff. We are planning for a typical on-site survey visit, similar to past survey visits. A team of 11 surveyors will be interacting with staff, physicians, patients/clients/residents and families across Health PEI sites. We will continue to share updates as we move closer to June.



Mock tracers are happening in various programs/areas. Mock tracers provide an opportunity for Health PEI staff to become more familiar with the accreditation survey process and helps units/programs prepare for the on-site survey visit. Mock tracers are a good way to identify if further action/attention is required in an area – they can help showcase strengths and opportunities for further improvement.

What is the value of accreditation?

Accreditation helps health care organizations improve quality and safety by shining a light on processes that work well, and those that need more attention.

✓ ***The result? Reduced risk and higher quality care.***

Accreditation creates stronger teams by improving communication and collaboration and promoting learning around leading practices.

✓ ***The result? More effective teams and better care outcomes.***

Accreditation demonstrates Health PEI's commitment to quality, safety and accountability.

✓ ***The result? Greater public confidence in the Island's health system.***

For more information on Health PEI's Accreditation preparation, please contact Brianne Timpson, Quality Risk Consultant, at btimpson@ihis.org.

Primary Care Clinical Pharmacist

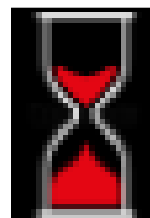


From left Doreen Pippy RD, Paige Ellis Clinical Pharm, Charlotte Steele RN

Primary care teams effectively manage chronic diseases and use medications cost-effectively with the help of pharmacists as part of the collaborative team. Primary Care Queens East Network is pleased to announce a pilot project which includes the addition of a Pharmacist. **Paige Ellis, Primary Care Clinical Pharmacist**, will work within our interdisciplinary health care team to provide high quality pharmaceutical care in a timely manner which optimizes patient safety and outcomes.

Paige will also focus on reviewing patient's medication regimens to assess appropriateness, making recommendations which may include de-prescribing recommendations when necessary, and providing adequate follow-up. Paige has been working alongside a Registered Dietitian and Registered Nurse to provide Diabetic clinic days for our patients to enhance team-based care and improve patient health outcomes. As Pharmacists' scope of practice has expanded, Paige is also able to provide minor ailment prescribing, adapting and renewing prescriptions, and administering injections.

Paige will explore population-safety initiatives, implement policies, provide education and implement recommendations with physicians and nurse practitioners. There is also an effort to improve controlled substance stewardship and develop a standardized approach to opioid management in Primary care. We look forward to creating more collaboration between all health care professionals to provide quality and safe care to our patients.



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



Reminder

On the main page of the Staff Resource Centre (SRC), there is 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>

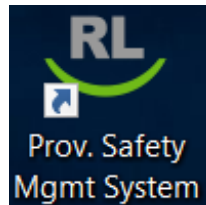
<https://src.healthpei.ca/ethics>

New Resource: Accreditation 101

There is a **new training video entitled Accreditation 101**. The purpose of the video is to provide an overview on Health PEI's accreditation process. The video is about 15 minutes in length and all staff are encouraged to view.

Accreditation 101 is posted on the Health PEI SRC Accreditation page - under the Other Resources Tab:

<https://src.healthpei.ca/files/learning/AccreditationVideo2021/index.html>



PSMS News & Updates

Did you know...

What is PSMS?

PSMS stands for the Provincial Safety Management System. PSMS is an electronic incident reporting system used at Health PEI.

All Health PEI health care providers who are involved in, discover, or witness any incidents or near miss incidents in the workplace are required to complete an electronic **incident report form in the Provincial Safety Management System (PSMS) before the end of their shift or within 24 hours.**

Did you know...

PSMS Training?

PSMS training can be booked by contacting **Krista Paquet** at kmpaquet@ihis.org or through your program's Quality Risk Consultant.

Did you know...

Front Line Staff Users of PSMS:

The incident event forms are currently being updated. **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.

Updates from Patient Experience: Patient and Family Partners

Interested in Having a **Patient and Family Partner** on your Quality Improvement Team, participate a focus group, or in a planning initiative but not sure how to do it? We are here to help!

Visit the Staff Resource Centre and find Patient Experience. There you will find information on what is involved in obtaining and on-boarding a Patient and Family Partner.

Still have questions? Reach out to Kim Bustard, Patient Experience Manager at kabustard@ihis.org.

An Important Message from Patient and Family Partners:

Have you ever gone to foreign country where you did not speak the language and then, someone there, who could speak English came over and helped translate the conversation? Immediately, you felt welcomed!

Health PEI Patient and Family Partners wanted to thank those who take the time to translate some of our medical terms/jargon to our Patient and Family Partners who are on our various Quality Improvement, Leadership and health care teams.

By explaining some of the terminology and the acronyms, you instantly helped our Patient and Family Partners understand and feel welcomed. It also helped them to find their voice, to be able to provide their input and point of view on the discussions taking place. Thank you!

Thanks, too, to those of you who take the time to make sure that our patients and their families also understand health care terminology. It helps them feel less vulnerable and more engaged in the conversations around their health and health care!

Patient Centered Care: Tool for the Toolbox

Check out this short video by Brene Brown called: *Empathy versus Sympathy*: <https://youtu.be/1Evwgu369Jw>. We suggest that is a great resource to share at a staff meeting.

Acting Patient Navigator - Tanya Murphy

We would like to introduce you to Tanya Murphy in her new role as Health PEI's Patient Navigator!

Tanya comes to this role with a great deal of Health Care experience, working for the last 14 years, as a Dietitian with the Provincial Diabetes Program. Earlier in her career, Tanya worked with Chances Family Resource Centre, was a dietician for Sobeys

Foods, worked in Nutrition Services at Prince County Hospital, and in the Diabetes programs at Montague, Souris and Charlottetown. This background equips her greatly to serve in her as Health PEI Patient Navigator!

Tanya has been hard at work her new role for a few weeks now, starting in early January. So far, she seems to like navigating patients/clients and their families through the complexities of the PEI health care system, responding to a plethora of needs, queries, and health care concerns.

“I enjoy the challenge of connecting patients with many other resources of which they may not be aware,” said Tanya. She enjoys making successful connections – explaining how the health care system works or linking with valuable community organizations. She enjoys turning negatives into a positive by connecting people with the supports they need.

Her compassionate approach shines forth in her words as she names that one of her primary goals is to “... treat all my patients and clients the way I would want her family to be treated.” Tanya goes on to say, “I would consider myself very approachable and I enjoy working with a team. My first response is to find out the team of supports around the individual and navigate the additional services to support that individual’s needs.”

As Tanya gets accustomed to her new role she notes, “ I am learning a lot through Mary Laura Coady who has taken a temporary assignment with Quality, Risk and Patient Safety Division, Kim Bustard, the health system’s Patient Experience Manager and Marion Dowling, Chief Nursing Officer and have gained insight through their wealth of knowledge on Patient and Family Centred Care.”

Tanya, we think you already live out the Patient and Family Centered Care philosophy in your actions and words. We are happy to have you join us.

PCH Safety Update



Historically PCH staff uses rebar to mark pathways/walkways for snow clearing purposes. Richard Arsenault, a staff member in Maintenance, noticed that staff/patients/visitors could trip/slip/fall onto the rebar and injure themselves. As a result, protective caps were purchased and installed, which will protect anyone from injury. Great catch Richard!

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 December 2021.

Cathy Griffin is a graduate from the Bachelor of Science in Nursing program from UPEI in 2008, she has obtained a CNA Certificate in Perioperative Nursing in 2016,

AORN diploma in perioperative nursing, AORN instructor certificate in perioperative education and has attended numerous leadership and educational courses over her nursing career.

Cathy comes to the QRC role with many years of clinical nursing experience in the areas of medical surgical nursing, perioperative nursing and case management nursing within the Mobile Integrated Health (MIH) Home Care program. During her career, Cathy has worked as the Clinical Educator of Same Day Surgery (QEH), the Clinical Educator of the Operating Room (QEH) and more recently she has worked as the MIH Coordinator for the Queens region.

Cathy is a past co-chair of the Surgical Services Quality Improvement Team, has developed and implemented many policies and initiatives during her career as a clinical educator, and has been pivotal to the development and success of the MIH Program. Welcome Cathy!

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

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Kendra Gunn, Risk Advisor
Krista Paquet, PSMS Systems Administrator
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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