

Quality & Patient Safety

Quarterly Review

The Newly Revised Health PEI Ethical Decision Making Framework

Health care workers deal with ethical dilemmas on a daily basis. Often the dilemma is not recognized as such, but the situation or decision leaves us with an uncomfortable or awkward feeling of not being quite right.

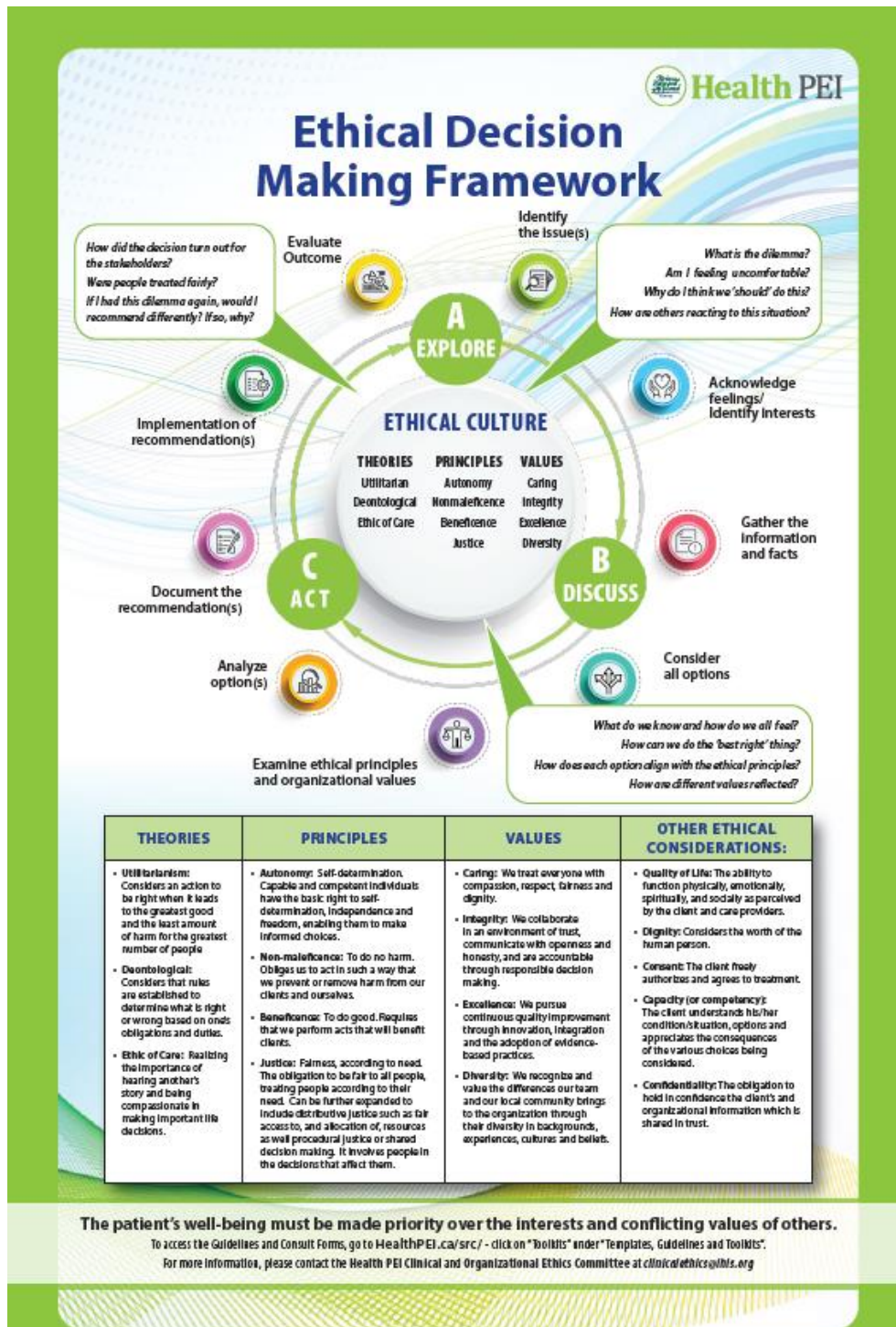
Have you ever had to work through a difficult situation in your workplace with colleagues, a patient or family, and you or other team members didn't quite know what the right thing to do was? When there are competing priorities and/or values, it's not always easy to know what is best in a certain situation. When personal and professional values and beliefs are not aligned, it can be difficult to come to a clear decision that everyone agrees on. Have you ever wondered what you can do in these situations?

The **Ethical Decision Making Framework** can assist you and your team to talk about and work through these types of situations, help you deal with ethical dilemmas. The tool is designed to alleviate some of the moral distress that can occur when faced with tough clinical or workplace related decisions. The Framework will guide you and your team through a discussion, where each team member hears each other and openly shares, where feelings around this issue are explored and acknowledged and various interests are identified. Once the ethical issue has been identified and all feelings and values explored, the team brings forward different options and solutions. The different values and principles applicable to the situation are weighed against each other. The Framework helps us to slow down when faced with difficult decisions, to take a step back and consider the various needs, values, ideas of the patient, the family, and the health care team.

As you work through the Framework, you may move back and forth between the different steps. This happens because you are building on feedback from your team. This process will help you balance all aspects of the ethical dilemma and help you find some agreement on the "most right" way forward.

After working through the Framework, if you find that you or your team are still struggling to come to a solution to the ethical dilemma, please submit a consult request to the Health PEI Clinical and Organizational Ethics Committee at clinicaethics@ihis.org.

Updated Ethical Decision Making Framework posters are being distributed across Health PEI sites. If additional posters are needed, please contact Connie Mattes at cpmattes@ihis.org



For more information on ethics at Health PEI, please visit the Ethics page on the Staff Resource Centre: <https://src.healthpei.ca/ethics>

Accreditation Update

As part of our 2022 accreditation status, Health PEI is required to provide further evidence to Accreditation Canada. In December, we submitted follow-up evidence on 13 unmet standards.

Accreditation Canada reviewed our submission and we are pleased to report that our evidence was accepted on 11 out of the 13 standards.



Our next evidence submission is due July 2. A big thank you to staff and teams who are working on actioning the feedback from our 2022 Accreditation Report – your commitment to continuous quality improvement is appreciated.

Health PEI's 2022 accreditation certificates are being distributed to programs/sites. If additional certificates are required, please connect with your program's Quality Risk Consultant.



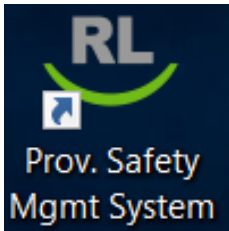
The new 2022 Accreditation Banner was recently installed at the Queen Elizabeth Hospital.

Pediatric QIT Pain Reduction Campaign

The Pediatric Quality Improvement Team (QIT) identified a need to add pain reduction for children undergoing basic procedure's in their workplan. What began as an initial discussion evolved into a province-wide initiative to help educate staff and make accessing pain-reducing interventions easier for families. Co-chaired by Yvette Pritchett (QEH Pediatric Clinical Nurse Educator) and Dr. Beth Ellen Brown (Neonatologist), this working group includes representation from four hospitals with Emergency Department Services. In December 2022, nursing and lab staff received education on the concept of the **"Comfort Commitment"** and print materials (including a poster, brochure, staff handout, patient checklist) were circulated to aid in this initiative.

For more information, please contact Yvette Pritchett at ytpritchett@ihis.org





PSMS News & Updates

There was a recent memo distributed to all staff

which identified changes to the Provincial Safety Management System (PSMS) including:

1. Under forms, the form **ID/Documentation/Consent** has now been changed to: **Documentation**. New additions to the Documentation form include:
 - **Type of Person Affected = “Multiple Patients/Residents/Clients”**
 - **Type of documentation involved = 1) Electronic OR 2) Paper**
 - **Format of documentation involved = Electronic. New dropdowns: Which system was involved:**
 - **1) Home Care Solution (HCS);**
 - **2) Clinical Information System (CIS);**
 - **3) Provincial Electronic Medical Record (EMR);**
 - **4) Other – please specify system in details of event**

***Note: More systems will be added in the future**

2. Under **Program**, Medical Affairs and Legal Services has been changed to **Medical Affairs**.
3. Under Program, **Sexual Health, Options and Reproductive Services (SHORS)** has been added and replaces Women’s Wellness.

***Managers (or delegates who do follow-up in PSMS):** For any previously submitted incidents that are impacted by the changes outlined above, when the file is new or in progress, you may notice a pop-up warning that states “Invalid field value combination”, please click “ok” to remove this warning.

If you have questions about these changes, please contact your program’s Quality Risk Consultant.

Incident Management Training and Resources

The incident reporting page on the Staff Resource Centre (SRC) has been updated:

<https://src.healthpei.ca/incident-reporting-psms>.

Here you will find the **PSMS Part 1** Captivate training video (for all staff). The QRPS Division is working on PSMS Part 2 (for managers/supervisors). Part 2 will be added to SRC once finalized. Provincial Safety Management System (PSMS) training can be booked through your program’s Quality Risk Consultant.

QIT Evaluation Survey

Thank you to everyone who recently participated in the Quality Improvement Team (QIT) Evaluation Survey. There were 101 responses to the survey. The Quality, Risk and Patient Safety (QRPS) Division is currently working with Planning and Evaluation to review the feedback provided and identify themes/opportunities for improvement. More information to follow.

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>

QRC Roundup

As part of our efforts to improve knowledge of Quality Risk Consultants (QRC) and their role, we occasionally feature a different QRC in our newsletter. This month we are introducing a new QRC who joined our team in February 2023.

Laurissa Handren

Laurissa is excited to have recently joined the Quality, Risk and Patient Safety Division as a Quality Risk Consultant. Her QRC portfolio supports Long-Term Care.

Laurissa graduated from the University of Prince Edward Island with a Bachelor of Science in Foods and Nutrition. She has recently gone back to UPEI to complete her Master's in Applied Health Services Research which will finish in the spring of this year. Her position prior to the QRC role was with Nutrition Services as a Food Service Supervisor at Prince Country Hospital.

Outside of work, Laurissa enjoys spending time going for walks with her dog, getting outside lots, and making healthy recipes.



Laurissa has an office at Beach Grove Home; she can be reached at (902) 394-6435 or ldhandren@ihis.org

Farewell!

The QRPS Division would like to extend our very best to our long-time team member **Philip Theberge**. Wishing you a happy, healthy retirement Philip!

We also send our appreciation to long time PSMS Administrator **Krista Paquet** who recently left the division to pursue another opportunity within Health PEI. We wish you the best in your new role Krista!



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.

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

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