

Quality & Patient Safety

Quarterly Review

2023 Leadership Excellence Award



Through its annual Leadership Excellence in Quality and Safety Award, the Health PEI Board of Directors 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 **July 31, 2023**.

For more information visit the Health PEI website.

www.healthpei.ca/nominate

POLICY UPDATES



The following policies have recently been updated and are posted on the Policy Document Management System (PDMS – Medworxx):

- **Patient and/or Family Experience Feedback** (previously titled *Public Compliments and Complaints policy*)
- **Disclosure of Patient Safety Incidents**

Please watch for additional resources to accompany these policies.



Accreditation Update

As part of our 2022 accreditation status, Health PEI is required to provide further evidence to Accreditation Canada. 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.

Self-Assessment on the New Emergency and Disaster Management Standards

Health PEI is adopting a new set of accreditation standards related to Emergency and Disaster Management and is seeking input on how our organization is meeting these standards through a self-assessment.

The self-assessment period **opens May 8, 2023 and closes June 9, 2023**.

All Health PEI staff are encouraged to participate. To access the self-assessment, please click this link: <https://www.onboardqi.com/#/self-assessment/PE001/1292/6568>.



Health PEI Quality and Safety Learning Exchange

The Quality and Patient Safety Division is organizing a half-day event which brings together Health PEI staff, leadership, Board Members and community partners to network and learn about quality improvement (QI) and patient safety initiatives at Health PEI.

We are looking to host this event in late October, as part of 2023 Canadian Patient Safety Week celebrations.

Stay tuned for more information!

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) 218-0936.

QRC Portfolios

Below is a current list of the Quality Risk Consultant (QRC) portfolios. Thank you to a few people who have reached out and suggested we share this information.

QRC	Risk Portfolio	Quality Improvement Team (QIT)/ Other Provincial Committees
Sheila Gaudet smgaudet@ihis.org	PCH (all program areas except <i>Ambulatory Care, Surgical Services, Peds, Maternal Care, Cancer Care</i>) Western Hospital Community Hospital O'Leary Provincial Laboratory Services	Medical Device Incident Committee Emergency QIT Critical Care QIT Lab QIT
Karen Chaffey kkchaffey@ihis.org	Surgical Services QEH & PCH Provincial Cancer Treatment Centre & Oncology at PCH Reprocessing PCH/QEH/KCMH/Western QEH Unit 1, Unit 2, Emergency Department, ICU/PCU QEH Administration/Support Services (shared with Lydia)	Surgical QIT Reprocessing QIT Cancer Care QIT
Lydia McCandless ljmccandless@ihis.org	KCMH & Souris QEH Unit 3, Unit 7, Unit 8 QEH Physical Medicine and Admitting Administration/Support Services QEH (shared with Karen)	Rehab QIT Emergency QIT
Kristin Hamill krhamill@ihis.org	Maternal Care QEH & PCH Pediatric Care QEH & PCH The Mount Sexual Health Options and Reproductive Services Ambulatory Care PCH/QEH/KCMH/Souris/Western/CHO Provincial Dialysis Program	Maternal QIT Pediatric QIT Ambulatory Care QIT
Betty Auld blauld@ihis.org	Provincial Mental Health and Addictions	Mental Health and Addictions QIT Clinical and Organizational Ethics Committee
Cathy Griffin cmgriffin@ihis.org	Health PEI Corporate Services Provincial Home Care Provincial Palliative Care Provincial Primary Care Provincial Public Health EMS Community Specialist Services	Home Care QIT Palliative QIT Primary Care QIT Public Health QIT
Laurissa Handren ldhandren@ihis.org	Long Term Care	Long Term Care QIT
Brianne Timpson btimpson@ihis.org	Provincial Pharmacy Infection Prevention and Control (IPAC)	Accreditation & Patient Safety Lead Medication Management QIT IPAC QIT Leadership QIT Provincial Medication Reconciliation Steering Committee
Linda MacMillan lmacmillan@ihis.org	Diagnostic Imaging	Diagnostic Imaging QIT

QRC Roundup

As part of our efforts to improve the knowledge of the Quality Risk Consultants 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.



Lydia McCandless

Lydia is a Registered Dietitian, born and raised on PEI. She completed her Bachelor of Science and Dietetic Internship at the University of Prince Edward Island and carried out research in the area of food security and health. Since joining Health PEI, she has enjoyed working in a variety of areas including Support Services at Community Hospital O’Leary and Maplewood Manor, Nutrition Services and Volunteer Services at Prince County Hospital and most recently acting as Manager for Nutrition Services at QEH. Lydia always welcomes opportunities for continuing education, including those related to healthcare and leadership and is looking forward

to learning more about improving patient safety and quality in our healthcare system.

Lydia lives in Summerside with her husband and enjoys spending time with her family, outdoor activities, completing house renovations (love-hate relationship) and being involved in church and community events. Lydia has an office at the Queen Elizabeth Hospital and can be reached at ljmccandless@ihis.org.

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

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Connie Mattes, Administrative Assistant
Brianna Timpson, Quality Risk Consultant
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Karen Chaffey, Quality Risk Consultant
Sheila Gaudet, Quality Risk Consultant
Cathy Griffin, Quality Risk Consultant
Kristin Hamill, Quality Risk Consultant
Jennifer Bradley, Research Ethics Coordinator
Laurissa Handren, Quality Risk Consultant
Lydia McCandless, Quality Risk Consultant