

Quality & Patient Safety

Quarterly Review



Accreditation Update

As part of our 2022 accreditation status, Health PEI is required to provide further evidence to Accreditation Canada. In June, we submitted evidence on 16 standards. Accreditation Canada reviewed our submission and is looking for further evidence on three standards in January 2024.

A friendly reminder, as part of contract with Accreditation Canada for our Qmentum survey process, the Quality and Patient Safety (QPS) Division has access to many standards and resources published by Accreditation Canada. If teams or staff are looking for resources from Accreditation Canada, please contact Brianne Timpson at btimpson@ihis.org.



A big thank you to staff and teams who are continuing to action feedback from our 2022 Accreditation Report – your commitment to continuous quality improvement is appreciated.

Quality and Patient Safety Learning Exchange

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



The Learning Exchange is taking place on **Wednesday October 25, 2023 1:00pm to 4:00pm** at the Rodd Royalty Inn in Charlottetown.

To register to attend, please contact Catherine Coady at cacoady@ihis.org.

QIT Evaluation Survey Update

Earlier this year, the QPS Division gathered and reviewed feedback on Health PEI's Quality Improvement Teams (QITs). The intention of the QIT Evaluation Survey was to gain an understanding of what is working well, identify current challenges and gather ideas on how to improve the QITs. There were 101 responses to the survey. The following themes and opportunities for improvement were identified:

Support Program Quality Improvement and Implementation of Best Practice

- QITs play an important role in ensuring programs are meeting Accreditation Canada standards and best practice guidelines
- More focus is needed on program-based quality improvement, “everyday” best practice promotion and education
- Promote collaboration and information sharing with other QITs, programs and services

Dedicated Resources and Support

- Challenges with consistent administrative support, dedicated team leadership, and time to work on QI initiatives, goals, actions from meetings
- Improve communication between frontline and leadership to support understanding and collaboration (e.g. escalate issue to leadership, share successes with staff and leaders)
- Challenges with membership – little/no representation from frontline staff, various healthcare providers, or not all sites/locations, membership “too heavy” from one discipline

Using Data for Decision Support

- Identified the importance of data collection and being data driven to support QI
- Challenges with gathering data, selecting indicators, manual audits/data collection, time to complete audits

Actions:

- QIT Terms of Reference standardized template was reviewed and updated.
- Health PEI Quality and Patient Safety Learning Exchange is taking place in October.
- Develop a standardized orientation/welcome package for QIT members. Develop a formalized onboarding process for new chairs, team directors, admin support and patient family partners.
- Continue to develop educational resources for QITs (e.g., basics of QI, PDSA cycles, developing indicators).
- Continue to review membership of each QIT, meeting schedules, roles of QI members.
- Continue to work with Health Analytics to standardize QI data collection (automate whenever possible) and monitoring.
- Continue to promote a Just Culture and creating safe spaces for all QIT members to share ideas and speak up.

**Thank you to everyone who completed the survey.
Your feedback has been helpful to identify
opportunities for improvement and actions.**

Medical Device Incident Reporting

If you are unsure if an incident should be reported in the Provincial Safety Management System (PSMS), ask yourself the following question: Does your incident involve a medical device?

If the answer is yes, the incident should be entered into PSMS under the Medical Device Incident (MDI) form.

Types of Medical Devices Included

The term **medical device** covers a wide range of health and/or medical instruments used in the treatment, mitigation, diagnosis or prevention of a disease or abnormal physical condition.

Medical devices are classified into **Class I** (lowest risk) to **Class IV** (highest risk). Examples are:

- Class I – hospital beds, wheelchairs, leg prostheses
- Class II – infusion sets, syringes, tracheostomy tubes, urethral catheters
- Class III – infusion pumps, anesthesia gas machines, intrauterine devices
- Class IV – pacemakers, defibrillators, breast implants, bone grafts

All classes of medical devices are included in mandatory reporting by hospitals.



Class I (Hospital bed)



Class IV (Defibrillator)

Source: <https://www.canada.ca/en/health-canada/services/drugs-health-products/medical-devices/application-information/guidance-documents/guidance-document-guidance-risk-based-classification-system-non-vitro-diagnostic.html>

An MDI incident should be entered in PSMS if:

- there is a failure or suspected failure of the device
- a deterioration in its effectiveness,
- any inadequacy in its labelling or in its direction for use.

Types of Patient Safety Incidents:

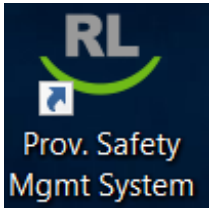
- If the medical device incident did **not reach the patient** but could have resulted in harm, it is entered as a near miss (**level 1**).
- If the medical device incident **reached the patient** and **harm did not occur**, it is entered as a **level 2**.
- If the medical device incident **reached the patient** and **harm did occur** the incident is a (**level 3 – 5**).
- Please refer to the *Health PEI Patient Safety incident and Environmental Incident reporting and Management Policy*.

Tips for reporting Medical Device Incidents:

- Providing a good description of what happened, where the defect is and how it impacts the patient;
- Do not use nursing or medical acronyms (i.e., “NS” or “AV”)
- Include the following device information:
 - Trade name
 - Manufacturer’s model/reference/catalogue/identifiers numbers
 - Lot number for consumables or Serial number for equipment
 - Name of the manufacturer/important

Remember to a clear and detailed description of the incident and impacts to the patient.

All Medical Device Incidents (level 1-5) are reported to Health Canada.



PSMS News & Updates

There was a recent memo distributed to all staff which identified changes to the Provincial Safety Management System (PSMS) including:

1. To align with the current organizational structure, under Program, **Hospital Services East (Acute Care)** and **Hospital Services West (Acute Care)** has been removed and replaced with **Hospital Services (Acute Care)**.
2. Additionally, **“Emergency Health Services”** is longer be available under Location. To capture patient safety incidents that involve Island Emergency Medical Services (IEMS), please report the patient safety incident under the Care Management Form.
3. In the Care Management Form, a new field titled **“Did this incident involve IEMS?”** has been added to allow users to identify patient safety incidents involving IEMS. If “Yes” is selected, a subsequent field will appear prompting the user to select the appropriate **IEMS Program**:
 - **IEMS Dispatch (Medacom)**
 - **IEMS Mobile Integrated Health**
 - **IEMS Ground Ambulance Transport**
 - **IEMS Mobile Mental Health Response**
 - **IEMS Life Flight**
 - **IEMS Paramedics Providing Palliative Care**

Specific Event Types and **Event Type Details** have been created to align with the corresponding IEMS Program.

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



Incident Management Training and Resources

There are updated incident management learning modules available on the Staff Resource Centre (SRC) Incident Reporting page:

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

- PSMS Part 1 – intended for all staff; focuses on the basics of incident reporting.
- PSMS Part 2 - intended for healthcare leaders; focuses on principles of incident management, expectations on follow-up, roles and responsibilities in incident management, managing feedback, etc.

There are also various cheat sheets and short videos on how to use PSMS also posted on SRC.

Provincial Safety Management System (PSMS) training can be booked through your **program’s Quality Risk Consultant**.



Reminder

On the main page of the Staff Resource Centre (SRC), there is a Quality and Patient Safety box – where accreditation, quality improvement, patient safety and ethics information are captured. Staff are encouraged to regularly 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>



Save the Date:

Canadian Patient Safety Week is taking place October 23-27, 2023. Stay tuned for more information.

Share Your Story

Do you have questions about any of the information 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 Catherine Coady at cacoady@ihis.org.

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

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