

Quality & Patient Safety Quarterly Review

LEARN SOMETHING NEW!

Spring Quality and Patient Safety Learning Exchange



The **Health PEI Quality and Patient Safety Learning Exchange** is a half-day event designed for staff, physicians, leaders, Board members, and community partners to connect and explore quality improvement and patient safety initiatives at Health PEI.

Scheduled for Thursday, May 29, 2025, the Spring event will run from 1:00 to 4:00 PM at Florence Simmons Hall in Charlottetown.

Participants can look forward to Rapid Fire Presentations, along with information booths and posters showcasing various programs and services.

To register for attendance, please email **Catherine Coady** cacoady@ihis.org by **May 15, 2025**.

If you're interested in presenting your quality improvement or patient safety projects at a future Learning Exchange, reach out to your program's Quality Patient Safety Consultant. Poster presentations and information booths are also welcomed!

Health Equity in Action Event: Panel Insights Report

Women and Gender-Diverse People's Health Section (Department of Health and Wellness) is excited to share the Panel Insights report from our Health Equity in Action learning event held in November 2024. This report captures the engaging discussions and valuable insights shared by our panelists on strategies and practical approaches for embedding health equity into healthcare practices and policies.

Key Actions and Examples Identified to Promote Health Equity include:

- **Accessible Services:** Extended hours and virtual appointments to improve access.
- **Education:** Increasing awareness on key topics like trans healthcare.
- **Streamlined Processes:** Reducing paperwork for easier access to assistance.
- **Cultural Representation:** Employing diverse staff to enhance communication.
- **Translation Services:** Meeting the needs of diverse populations.
- **Patient-Centered Care:** Ensuring patients feel safe and heard.

[Click to view Full Report](#)

For more information contact Sandra Sunil at sandrasunil@gov.pe.ca or 902-916-1158





PATIENT EXPERIENCE WEEK – APRIL 28 - MAY 2, 2025

DO YOU KNOW SOMEONE AT YOUR WORKPLACE WHO DESERVES RECOGNITION
FOR PROMOTING PATIENT/CLIENT/RESIDENT EXPERIENCE?

Health PEI is proud to join in this global event recognizing the dedicated staff, physicians, and leaders who make a difference in patient, client, and resident care every day.

Why Celebrate?

It's a chance to show appreciation and encourage continued excellence in creating positive experiences for those we serve.



Nominate a Patient Experience Star

Recognize someone who:

- Actively involves patients and families in care decisions
- Builds positive relationships
- Practices active listening
- Shows empathy and respect
- Shares helpful information and resources

Selected staff will receive a prize and be featured in upcoming communications.

Please submit your nominations by May 2, 2025

[CLICK TO NOMINATE](#)

Questions? Contact:

Kimberley Hagan – 902-288-1843

Tanya Murphy – 902-916-0429

New Team Member Alert



Jillian MacKeeman has worked at the QEH as a Speech-Language Pathologist for over 15 years. She holds a Master's degree in Communication Sciences and Disorders, a diploma in Risk Management, and a certificate in Change Management. In addition to her clinical work, Jillian teaches in the Rehab Assistant program at Holland College. Outside of her professional life, she enjoys spending time with her husband and three children, and attending music festivals around the world. Jillian is excited to join the QPSC team and looks forward to supporting staff in fostering a culture of safety.



Jamie-Lynne Bell is an experienced and compassionate Medical Radiation Technologist with 15 years in breast imaging and diagnostic radiology. As former Provincial Breast Screening Coordinator, she led efforts to improve early detection services across PEI. Jamie-Lynne holds degrees in Medical Radiation Technology and Chemistry, from UPEI, along with certifications in CT and breast imaging. A dedicated professional and recipient of the PEIAMRT Young Professional award, she is passionate about patient care, early detection, and continuous learning. Outside of work, she enjoys life with her husband and two sons, spending much of her time at the rink or ballfield.



Jean Baker is a Registered Dietitian with a BSc. in Food and Nutrition from Mount Saint Vincent University. She completed her Dietetic internship at Sunnybrook Health Sciences Centre. Originally from PEI, she started her career in BC, where she developed a passion for working on quality improvement teams. Her experience in healthcare includes food service, acute care, and primary care, with a special focus on diabetes education. Since returning to PEI, Jean has collaborated on many quality improvement initiatives within the diabetes program, working to enhance both client and staff experiences. Outside of her professional life, Jean enjoys running –though these days it's more of a sporadic activity and plays in a rec hockey league that she takes way too seriously. She's excited to embark on this new chapter and looks forward to contributing to and learning from the QPS team.



Patient Experience/Patient Relations Division

Patient-centered care is a key focus in Canadian healthcare, emphasizing patient satisfaction and engagement. To support this, many organizations have developed patient relations programs to improve how feedback is received and addressed.

In January 2025, the Health PEI Patient Experience Team expanded to include Patient Relations. This change aims to improve service quality by welcoming input from patients and families.

Why feedback matters:

Feedback from patients, families, and the public helps us understand what's working well and where we can improve.

What's new:

- The Patient/Family/Public webpage has been updated to make it easier to share both positive and negative experiences.
- Managers/designates are accountable for responding to feedback and follow the Patient and/or Family Experience Feedback Policy, which requires an acknowledgment within 72 hours. This supports collaborative solutions between staff and feedback providers.
- Managers/designates have been highly responsive in addressing concerns and working directly with patients and families.

Support for staff:

The Patient Experience/Patient Relations Team is providing education across Health PEI and offers group or individual coaching on effectively working with feedback providers.

Welcome Team Members:



Kimberley Hagen

In January 2025 Kimberley Hagen MSW, RSW joined the team as Director Patient Experience/ Patient Relations. Kimberley has a Master of Social Work from Wilfrid Laurier University, and a Bachelor of Arts in Psychology from the University of PEI.

Kimberley worked as a clinical social worker in all areas of acute care prior to becoming manager of the Queen Elizabeth Hospital Department of Social Work. Kimberley was past Chair of the PEI Social Work Registration Board and often Chairs PEI Social Work Registration Disciplinary Committees.

Kimberley has established clinical private practice in Charlottetown. Kimberley lives in Charlottetown with her husband Joey. She enjoys reading and visiting their 2 adult sons in Cayman Islands and Newfoundland.

Erin Veinotte

In March 2025 Erin Veinotte joined the team as Patient Relations Coordinator. Erin is a graduate of the Medical Administrative Assistance course from Compu College. She worked with the Boardwalk Professional Center prior to joining Health PEI. Erin has a wealth of knowledge from her work at Patient Registry, the Provincial Diabetes Program, Primary Care and as administrative assistant to the Director of Community Specialty Services. Prior to joining Patient Experience/Patient Relations Erin worked at Health PEI Out of Province Travel. Erin is a mother of three and has one grandson who is a year old and another grandson on the way. Erin likes spending time with her family. She loves a good Hallmark movie, a great book to read and a fire on a warm summer evening

Accreditation Update – Key Dates & Activities

SURVEY DATES CONFIRMED!



Health PEI's upcoming Accreditation Canada surveys are scheduled:

- Stroke Distinction Survey: **May 31 – June 4, 2026**
- Qmentum Global Survey: **June 7 – 12, 2026**

The **Stroke Distinction Survey** will focus on stroke care services, evaluating how we meet best practice standards including clinical protocols, performance indicators, and patient/family education.

The **Qmentum Global Survey** is a system-wide assessment. Surveyors will visit various sites and programs to evaluate our care and services against 25 sets of national standards. These surveyors are experienced health care professionals from other organizations.

Patient Safety Walks – Focus on ROPs

The Quality and Patient Safety Division is resuming Patient Safety Walks, with a spotlight on Required Organizational Practices (ROPs).

ROPs are essential safety practices such as:

- Preventing falls
- Information at Care Transitions
- Client Identification

Quality Patient Safety Consultants (QPSCs) will visit units to speak with staff, physicians, and leaders about how these practices are implemented locally. These "tracer" visits help everyone prepare for the upcoming surveys and identify opportunities to strengthen patient safety.



Self-Assessment Survey Results

Earlier this year, **over 1,500** staff, physicians, and leaders completed self-assessments of Accreditation Canada standards in their service areas—**Thank you!**

Quality Improvement Teams (QITs) are now reviewing this feedback to update their improvement plans by **May 31, 2025**. Leaders are encouraged to review results to identify strengths and gaps within their own teams.

Survey results and accreditation tools (including the ROP Handbook) are available on the [Quality, Patient Safety Dashboard](#). Look for the link titled "[2025 Accreditation Canada Self-Assessment Survey Results](#)."

Questions?

Reach out to [Karen Chaffey](#), Acting Director of Quality Care, Accreditation & Ethics:

✉ kkchaffey@ihis.org

Power PICC Recall: Teamwork and Timely Reporting Improve Patient Safety

In 2024, Health PEI staff identified a pattern of safety incidents involving 4F single-lumen Power PICCs (peripherally inserted central catheter). These were reported through Health PEI's Safety Management System, Health Canada's voluntary reporting program, and to the manufacturer.

To manage the issue, Health PEI shared information with staff, physicians, patients, management, and vendors. A Safer Practice Notice was issued in October 2024, outlining risks and temporary changes while safer alternatives were explored.

Following a thorough review led by **Tracey Hagen-O'Connor**, Health PEI selected a new PICC product, requiring updated equipment like ultrasound and catheter tip navigation systems. Staff trialed and selected new technologies before making final purchases.

Switching from a product used for over two decades was a major change. PICC nurses at QEH and PCH underwent extensive training and adapted quickly, with strong support from leadership and vendors.

Thanks to the team's expertise and focus on safety, Health PEI was among the first in Canada to identify and report this issue, contributing to a national recall. This highlights the critical role of incident reporting in improving patient safety.



Medical Device Recalls



One Inbox, One Response

Health PEI now has a central email for all medical device recalls and safety alerts.

This ensures a consistent and timely response across the organization.

What you can do:

- Forward any recall or alert you receive to recalls@ihis.org
- Ask vendors and manufacturers to use this address for future alerts

Thanks for helping us improve quality and patient safety!

New Procedure For Contractors:



Health PEI has introduced a new sign-in procedure for all contractors (non-employees) entering LTC, MHA inpatient, acute care, or community hospital facilities. Contractors must now:

- Sign in and out at a central location in each facility
- Indicate whether the work is complete
- Wear identification while on site

This process improves safety and helps communicate what work is being done and its status.





Celebrating Leadership in Quality and Safety

The Health PEI Board is proud to recognize outstanding leadership in improving care across the Island through the Leadership Excellence in Quality and Safety Award. This annual award celebrates individuals and teams who are making a meaningful, sustainable impact on the quality and safety of health services within our system.

One award is granted to an individual or team who has demonstrated significant leadership in driving positive change. Additionally, up to two Awards of Merit may be presented to other deserving nominees. Eligible initiatives must relate to quality improvement efforts undertaken within the past two years, and nominations are open from April 4 to July 31, 2025.

All Health PEI staff and physicians are eligible to be nominated—whether as individuals, teams, units, programs, or committees. Nominations must be submitted by Health PEI staff or physicians, and teams are welcome to self-nominate. Recipients will be selected by the Health PEI Board Quality and Safety Committee, based on the LEADS in a Caring Environment leadership framework.

Award winners will be recognized with a plaque, a letter from the Board Chair, and a financial award of up to \$4,000 to support professional development in quality and safety. Award of Merit recipients will receive a bursary valued up to \$2,500. Let's celebrate those who are leading the way in transforming care for Islanders!

Questions?

Contact ginabeeley@ihis.org or call [902-916-0678](tel:902-916-0678).



[CLICK TO NOMINATE](#)

Coverage of Contraceptives, Diabetes Medications, and Blood Glucose Test Strips

National Pharmacare coverage will begin in PEI on **May 1, 2025**. The program provides coverage for a range of contraceptives, diabetes medications, and blood glucose test strips.

People are eligible for coverage if they live in PEI, have a valid PEI Health Card, and have a prescription for medication covered by the program. No application is required to access the coverage except for blood glucose test strips. For coverage of blood glucose test strips, enrollment in the **Diabetes Drug Program** is required.

The program covers the cost (including the dispensing fees) of listed contraceptives and diabetes medications. Additionally, blood glucose test strips coverage has been expanded to allow access for non-insulin dependent diabetes patients, with an **\$11 copay** (maximum coverage amounts apply).

Some examples of contraceptives and diabetes medications eligible for coverage include:

- Intrauterine devices (IUD);
- Oral contraceptives;
- Diabetes oral agents; and
- Insulin.



For detailed information on the list of medications eligible for coverage, please refer to the [PEI Pharmacare Bulletin on National Pharmacare Update](#). Additional information targeting the public and healthcare providers will be available soon.

DRUG INFORMATION SYSTEM

Drug Information System (DIS)

The following information is relevant for any staff who utilize the **Drug Information System (DIS)** as part of the best possible medication history (BPMH) taking process.

DEFAULT TIMEFRAME OF DISPENSE REC REPORT: Effective **Feb 28, 2025** - the default timeframe for the DIS Dispense Rec Report has changed from **3 months to 6 months**. This change aligns with best practices for obtaining a BPMH.

DIS REPORTS NOT DISPLAYING MEDICATIONS DISPENSED: this issue has been identified by Health PEI staff who raised concerns about medication profiles on the DIS appearing incomplete for some patients.

- The DIS is not a reliable source of information for non-residents of PEI who do not have a valid Health PEI MRN, but have medications dispensed from a PEI pharmacy.
- Some community pharmacies have systems where they set up a patient with a "fake" MRN, and therefore allow prescriptions to show up on the DIS. This is a manual process and there is no requirement for community pharmacies to complete this step.
- As the population of PEI grows, it is becoming more common to encounter patients who may not yet have a Health PEI MRN.



Do you have any questions regarding the information you've read here? Would you like to propose a topic or story idea for an upcoming edition of the newsletter? If so, feel free to reach out to Catherine Coady at cacoady@ihis.org

[EMAIL CATHERINE](mailto:cacoady@ihis.org)



The Staff Resource Centre (SRC) homepage features a Quality and Patient Safety box with key information on accreditation, improvement, safety, and ethics—staff are encouraged to check it regularly for updates.

[STAFF RESOURCE CENTER](#)

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