

Annual Report Highlights 2018-2019

To view the Canadian Patient Safety Institute's 2018-2019 Annual Report,
visit www.patientsafetyinstitute.ca

Patient Safety Right Now

The 2018-2019 fiscal year marks the first in the Canadian Patient Safety Institute's new strategy, **Patient Safety Right Now**. After achieving an unprecedented level of collaboration through the National Patient Safety Consortium and the Integrated Patient Safety Action Plan, cornerstones of the previous Forward with Four Strategy, the Canadian Patient Safety Institute (CPSI) now builds on these successes to advance ambitious new goals. The Canadian Patient Safety Institute will demonstrate what works to improve patient safety, and strengthen commitment by translating that evidence into standard practices and expectations for patient safety in Canada.

The Canadian Patient Safety Institute's 2018-2019 Operational Plan is organized around these lines of business:

Safety Improvement Projects

The Canadian Patient Safety Institute is working with committed partners to implement and evaluate measurable and sustainable safety improvement projects that align with pan Canadian priorities.

Making Patient Safety a Priority

The Canadian Patient Safety Institute is using the patient voice in reporting, campaigns and media to make patient safety a higher priority across healthcare systems.

Policy Impact

The Canadian Patient Safety Institute is working to influence policy, standards and regulations so that they incorporate best patient safety evidence and practices.

Alliances and Networks

The Canadian Patient Safety Institute is creating and strengthening strategic alliances and networks with patients, governments, industry and other partners who are committed to making care safer.

2018-2019

By the Numbers

Several indicators will track the performance of the Canadian Patient Safety Institute's progress in improving patient safety outcomes under the new **Patient Safety Right Now** strategy and 2018-2023 Business Plan. Starting in 2018-2019, the Canadian Patient Safety Institute began reporting on four target areas that will ultimately instill a culture conducive to safe care.

The target areas represent intentions in three streams:

1. implementing and spreading sustainable patient safety improvements;
2. increasing the priority our health system places on patient safety; and
3. influencing policy, regulations and standards to ensure evidence-informed patient safety practices are a requirement for individuals and organizations.



In the initial phase of implementation, specific measures for each indicator are being identified; this work will be completed early in the 2019-2020 fiscal year. During 2018-2019, many of the outputs were successfully launched related to our strategy.

SAFETY IMPROVEMENT PROJECTS

■ Current Performance ■ Target

Teams involved in projects

Total: 30
Target: 20 (2019)

Organizations involved in projects

Total: 25
Target: 15 (2019)

Jurisdictions involved in projects

Total: 9
Target 8 (2019)

Projects launched

Four national-scale Safety Improvement Projects (improvement collaboratives) were launched based on a knowledge translation and implementation science improvement model for sustainability. As the Safety Improvement Projects are established, further reporting will be made on practice changes, increased awareness and use of our knowledge products.

146

participants from 30 teams,
25 organizations and 9 jurisdictions
across Canada participating in
4 Safety Improvement Projects

Safety Improvement Projects

- [Enhanced Recovery Canada](#)
- [Measuring and Monitoring of Safety Framework](#)
- [Medication Safety at Care Transitions](#)
- [Teamwork and Communications](#)

Building Capability

- [ASPIRE](#)
- [Canadian Association of Schools of Nursing](#)
- [Canadian Patient Safety Officer Course](#)
- [Disclosure and Incident Management](#)
- [Effective Governance for Quality and Patient Safety](#)
- [Safety Competencies](#)
- [TeamSTEPPS Canada™](#)
- [Protecting Canadians from Unsafe Drugs Act](#)

Human Factors

- [Canadian Human Factors Network](#)

Knowledge Transfer

- [SHIFT to Safety](#)
- [Deteriorating Patient Condition](#)
- [Patient Safety Culture Bundle](#)
- Research
- Simulation

MAKING PATIENT SAFETY A PRIORITY

■ Current Performance ■ Target

Behavioural Change Campaigns

Campaigns underway or complete

Total: 2
Target: 2-3 (2019)

The results of these two behavioural change campaigns are examples of what the Canadian Patient Safety Institute is doing to strengthen commitment and demonstrate what works to advance safe care:

Canadian Patient Safety Week

- **6.86 million** Twitter impressions (2,064 tweets from 833 participants)
- **500,000** Facebook impressions reaching over 353,000 people
- **4,889** Medication Safety Quizzes completed: Public 2,355 times/Providers 2,534 times
- **1,462** participants - the most in the campaign's 14-year history
- **600** sites attended virtual screening of Greg's Story and Twitter Talk (2-10 people per site)
- **5,017** downloads of the [PATIENT podcast](#) / one of the top 10 medical podcasts on iTunes

STOP! Clean Your Hands Day

- **710** participants registered for STOP! Clean Your Hands: The Bug Stops Here!
- **2.11 million** Twitter impressions (413 tweets/270 participants)
- **2,069** public and healthcare quizzes completed
- **14,777** page views (7,541 events) of www.handhygiene.ca

Webinar Participants

Total: 5,357
Target: 6,000 to 8,000 (2019)

Webinars

- **556** attendees at the six-part [knowledge translation and implementation science webinar](#) education series
- **405** medication safety webinar attendees - *Not All Meds Get Along*
- **396** attendees at the [Human Factors education webinar](#) series
- **368** participants per call (on average) for the Medication Safety Exchange webinar series
- **820** registrants for three Patients for Patient Safety Canada webinars

Knowledge Products

Knowledge products developed

Total: 93
Target: 20 to 25 (2019)

- **870,609** PDF resources downloaded
- **14,349** page views and 549 downloads of [Enhanced Recovery Canada](#) resources
- **889** downloads of the [Top 10 warning signs of clinical deterioration](#)
- **1,585** views of the [Deteriorating Patient Condition video](#)
- **18,415** page views and 858 downloads of the [Hospital Harm Improvement Resource](#)
- **969** downloads of the [Patient Safety Culture Bundle](#)

Campaigns

- [Canadian Patient Safety Week](#)
- [STOP! Clean Your Hands Day](#)

Government Relations

- [Patients at Parliament](#)
- Patients for Patient Safety Canada Government Relations Committee

IPSOS Survey

Public Engagement

- Media Relations

POLICY IMPACT

■ Current Performance ■ Target

Policy, Standards and Regulatory Recommendations

Policy, standards & Regulatory bodies targeted

Total: 51
Target: 15 to 20 [2019]

Submissions to targeted Policy, standards & Regulatory bodies

Total: 19
Target: 3 to 4 [2019]

These are some of the actions taken to influence policy, regulations and standards that will ultimately strengthen commitment to ensure evidence-informed patient safety practices are a requirement for individuals and organizations:

- **80** Maritime residents participated in National Pharmacare community engagement session
- **800+** signatures received on plain language labelling e-petition
- **13** patients visit 32 Federal MPs and Senators in Ottawa for [Patients at Parliament Day](#)
- Consultation launched on [national framework to put patients first](#)

Global Patient Safety Alerts

- **1,500+** alerts and 8,000+ recommendations from 26 countries around the world
- **112%** increase in page views [27,974]
- **200%** increase in summary views [22,480]
- **82.2%** increase in full alert views [4,556]

Policy, Legal and Regulatory Affairs Advisory Committee

Policy Influence and Outreach

- Advisory Council on the Implementation of National Pharmacare
- [Psychological Safety of Health Professionals](#)

Measurement

- [Hospital Harm](#)

Reporting, Learning and Sharing

- [Global Patient Safety Alerts](#)

ALLIANCES AND NETWORKS

Strategic alliances and networks are integral to making progress on the strategy and across all **Patient Safety Right Now** lines of business. The Alliances and Networks stream primarily supports our policy influence and outreach work through our patient-led program, Patients for Patient Safety Canada, and Health Standards Organization (HSO).

- **67** volunteer Patients for Patient Safety Canada members, 20 of whom have volunteered 10+ years
- **111** Patients for Patient Safety Canada consultations, including 93 Canadian, 9 provincial and 9 international projects and initiatives
- **20** Canadian patient organizations joined the Patient Alliance for Patient Safety

17

teams participating in the Atlantic Health Quality and Patient Safety Collaborative virtual Patient Engagement Collaborative

Partnering with Patients

- [Patients for Patient Safety Canada](#)
- Patient Alliance for Patient Safety
- [Excellence in Patient Engagement for Patient Safety](#)

HSO/Accreditation Canada Collaborations

- [Canadian Quality and Patient Safety Framework](#)

Federal, Provincial and Territorial Government Patient Safety Network

International Relations

- [World Health Organization Collaborating Centre](#)
- Global Patient Safety Challenge: Medication Without Harm

Regional Relations

- Atlantic Canada
- Ontario
- Quebec
- Western Canada

For the full annual report please visit www.patientsafetyinstitute.ca/annualreport

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