Patients for Patient Safety Canada

Putting the Patient in Patient Safety

Canadian Healthcare Engineering Society
Niagara Falls, Ontario
September 18, 2017
Overview

• PFPSC
• Claire’s story
• A Patient Champion
• Pavilion K at the Jewish General Hospital
  (part of the Integrated Health & Social Services University Network for West-Central Quebec, CIUSSS)
• Lessons Learned
Patients for Patient Safety Canada

Vision:
- Every patient safe

Mission:
- Champion the patient voice to advance safe healthcare

What we do:
- Collaborate with health providers and leaders to provide safe care and an exemplary patient experience
How we are organized

• Aligned with the WHO
  World Alliance for Patient Safety

• Program of CPSI
  Two Co-Chairs & CPSI Liaison Staff

• Working Groups
  Membership
  Knowledge Transfer
  Participation
  Communication
How we work

• National network of patient safety champions

• Members
  - Patients/family members who have experienced unsafe care, harm
  - Interviews, orientation

• Confident champions
  - Member meetings
  - Communication & information
  - WHO Champion designation

• Active participants
  - Speakers; advisors; collaborators
Where we’ve made a difference

• Understanding harm from the patient/family perspective
• Ensuring that harm is disclosed to patients and families
• Engaging patients as partners

Learning from and preventing harm includes the patient/family perspective
Examples of engagement

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How I got started
“Claire’s story”

Disclosure

- We made a mistake and we are sorry
- review the facts in a “No name, no blame, no shame, just environment”
- This is what we have done in the short-term to mitigate the impact of the mistake on the patient
- This is what we are doing to ensure this mistake never happens again
- I’m sorry
A Patient Champion

• Community Representative
  - Disclosure Policy & Procedure
  - Speak Up! committee
  - ID-Me! committee

• Member of PFPSC
  - Knowledge Transfer Working Group

• Patient Advocate - Office of Patient Experience
  - Quality & Risk Management committee
  - Medication Management committee
  - Self Medication committee

• WHO Champion
Canadian Healthcare Engineering Society

- **Mission**
  - Building member expertise in Canadian Healthcare Engineering

- **Vision**
  - Excellence in the patient-care focused environment through education, innovation and partnership

- **Values**
  - Knowledge, Collaboration, Respect, Accountability
CHES - Code of Ethics

- To practice the art and science of engineering as required in hospital & healthcare institutions to the best of my ability
- To maintain integrity & empathy in professional practice
- To strive for objectivity of judgement in such matters as confidentiality and conflict of interest
- To maintain a high standard of personal competence
- To work co-operatively with colleagues, other professionals and lay persons, and
- To protect members of the Society against the unethical or incompetent behavior of colleges or fellow healthcare professionals.
Pavilion K
Jewish General Hospital

- 100% funded by the Province of Quebec, with the guarantee that any cost over-runs would be assumed by the JGH Foundation
- Design & Construction project managed by the JGH team
  - Joanne Côté, Director of Innovation
  - George Bendavid, Director of Technical Services
Pavilion K
Jewish General Hospital
Guiding Principles for the Pavilion K Project

• Patient/family centered care
  - optimize the patient & family experience
  - patient safety
  - conditions for a healing environment
  - health promoting & patient friendly public spaces

• Services for the delivery of care
  - integrated care models
  - patient flow; continuity of care
  - minimize transfers

• Create space for a healthy work life
  - safety, recruitment and retention

• Align with the Strategic Plan and Mission of the JGH
Guiding Principles for the Pavilion K Project con’t

• Ensure integration of research & education
  - academic mission
  - foster a learning environment for all healthcare professionals
• Anticipate change through adaptable/flexible best practices
  - envision the future
• Standardize when & where possible
  - patient room layouts
  - critical care
  - medical & surgical units
  - location of supplies & equipment
• Use of technology in the practice of the different professionals
• Green environment principles
Pavilion K Project
Design & Construction

The team
- Clinical Steering committee
- Architects, Engineers, Clinicians & Patients
- Hospital Ombudsman and the Quality Group

The process
- Understand each other’s “needs and wants”
- Adhere to the Guiding Principles
- Communicate
- Focus groups and sounding boards
- Adjust, mock-up, simulate & readjust ….
Pavilion K Project
Lessons Learned

- Importance of planning and of being rigorous
- Importance of developing plans with clinicians and patients to ensure the architectural plans meet the needs of clinicians and patients

**Examples**

Operating room to ICU transfers
- can’t specify everything
- experience vs. standards

Ceiling lifts in the ICU
- engineering vs. patient

Bathrooms in patient rooms
- mock-ups and simulations

NICU
- the family approach
Pavilion K Project
Before the Move

Teamwork
- each team had 3 simulation opportunities (180 in total)
- try, listen, change
- ensure readiness!

Inspect
- every area inspected by the construction team (x3)
- every area inspected by the “occupying” team (x2)

Document
- all changes logged and addressed during construction
- less than 70 changes requested after move-in
- improvements are continuous
Pavilion K
Jewish General Hospital

Command Center

Moving an ICU patient

1st patient
Pavilion K Project

Truths Learned

• Teamwork is essential
• Ask questions; listen and understand
• Patient care and Safety are number 1
• Communicate, communicate communicate!!!

- Delivered within budget and on schedule
- Awarded the *Prix Elixir – Prix d’excellence* by the Project Management Institute of Montreal
Questions?