

# Annual Report Highlights 2016-17

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To view the Canadian Patient Safety Institute's 2016-17  
Annual Report, visit [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)

2016-17

# By the Numbers

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The Canadian Patient Safety Institute is proud of its many accomplishments recorded over the past year. Here is a snapshot of some of the stats and facts that have made an impact on enhancing safer care. Take a look at these numbers!

**138,000**

of all hospitalizations in Canada involve at least one occurrence of harm

(138,000 of 2.5 million hospital stays CIHI, 2014-15)



**3,418,041**

people reached through SHIFT to Safety launch



**14,043,518**

impressions of #ASKLISTENTALK during Canadian Patient Safety Week



## WEB AND SOCIAL MEDIA

**735,311**

page views on the Canadian Patient Safety Institute website



**72,049**

PDF resources downloaded



**113**

email campaigns promoted



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## SHIFT TO SAFETY

**24,285**

page views of [shifftosafety.com](http://shifftosafety.com)



**1,020**

attendees at four SHIFT to Safety webinars



**2,271**

views of [SHIFT to Safety videos](#) by the public, providers and leaders



## INTEGRATED PATIENT SAFETY ACTION PLAN

**39/77**

actions of the [Integrated Patient Safety Action Plan](#) are complete

**548**

downloads of [Am I Safe?](#)

**407**

page views of [Medication Incident Reporting in Canada White Paper](#)

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## PATIENT ENGAGEMENT

**75**

[volunteer](#) patient champions of [Patients for Patient Safety Canada \(PFPS\)](#)

**36**

presentations by [Patients for Patient Safety Canada](#) members

**45**

[policies, strategies, programs and campaigns](#) reviewed by PFPS members

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## SHARING AND LEARNING

**1,695**

PDF downloads of the [Patient Safety and Incident Management Toolkit](#)

**4,924**

page views of [Global Patient Safety Alert](#) summaries

**16,606**

page views of the [Hospital Harm Improvement Resource](#)

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## EDUCATION

**4,977**

participants at 99 learning sessions

**210**

new [patient safety trainers](#) certified

**545**

participants have completed the in-person hybrid and online [Canadian Patient Safety Officer Course](#)

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## CELEBRATING PATIENT SAFETY

**1,983**

[Canadian Patient Safety Week](#) registrants

**1,000+**

questions posted on social media for Questions Save Lives campaign

**150,000**

copies of [Hands in Healthcare](#) magazine distributed

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# Collaboration and Shared Leadership

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As a national patient safety and quality organization, the Canadian Patient Safety Institute has established pan-Canadian partnerships with national organizations interested in advancing patient safety, and has developed a strong reputation and relationship with other jurisdictions and international organizations. By cultivating and sharing knowledge, the Canadian Patient Safety Institute effectively utilizes its own resources, and leverages the work of others to seek out the best innovations worldwide. This work not only enhances the Canadian healthcare system, but also spreads our best ideas, experience and impact around the globe.

- National Patient Safety Consortium
- Integrated Patient Safety Action Plan
- Patient Safety Forward with Four
- Surgical Care Safety
- Medication Safety
- Home Care Safety
- Infection Prevention and Control
- Patient Safety Education
- Progress on 2016-17 Actions



## Actions

### 11 Infection Prevention and Control

2 complete and the remaining 9 are underway or will be completed by 2018

### 10 Medication Safety

8 complete and the remaining 2 to be completed by 2018

### 14 Surgical Care Safety

4 complete and 10 more are underway, or will be completed by 2018

### 20 Home Care Safety

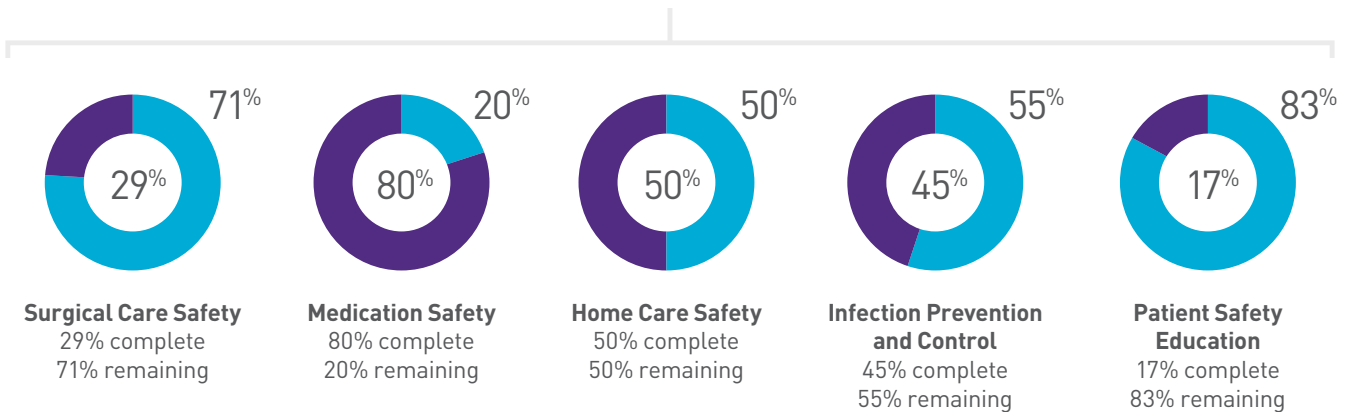
10 complete and the remaining 10 are underway or will be completed by 2018

### 6 Patient Safety Education

- 1 complete and the remaining 5 are underway or will be completed by 2018
- 50 representatives from academic, accrediting, certifying and regulatory bodies, as well as provincial and national organizations attended a round table on patient safety education to lay the foundation for a national Patient Safety Education Network

## Overall progress on the integrated patient safety action plan

(as of March 31, 2017)  
(Actions to be completed by 2018)





# Partnering with Patients and Families

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Patients expect healthcare to be safe and for most people it is. However, one in 18 hospital stays in Canada involve at least one harmful event. Improving patient care, safety and quality requires everyone's involvement. When patients and providers work together in partnership, care is safer.

For over a decade, the Canadian Patient Safety Institute has partnered with patients and is fully committed to have patients engaged in the development and delivery of all of its programs and campaigns.

- Patients for Patient Safety Canada
- Patient Safety Champion Awards
- Engaging Patients in Patient Safety – a Canadian Guide
- Patient Safety Champion Program

# Patients for Patient Safety Canada

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**75**

volunteer patient  
safety champions

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**37**

Patients for Patient Safety Canada  
members hold the **WHO Patient  
Safety Champion designation**

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**36** presentations at 13 Canadian events to tell their stories and share their experiences

**33** committees, boards, and working groups supported (22 Canadian)

**45** products including policies, strategies, programs and campaigns supported, contributing to their design, development and implementation (30 Canadian)

**4** learning sessions supported with input on the design, development, delivery and evaluation; attended by a total of **417 participants**



# Sharing and Learning

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While most patients experience safe care, there is room for improvement. The Canadian Patient Safety Institute helps to improve the safety of patient care in Canada by connecting the public, providers and leaders so that they can learn, share and implement interventions that are known to reduce avoidable harm.

- Global Patient Safety Alerts
- Measuring and Monitoring Hospital Harm



# Global Patient Safety Alerts

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views of specific  
**Global Patient Safety  
Alert summaries**

**100+**

countries around the world use  
Global Patient Safety Alerts



## Measuring and Monitoring Hospital Harm

**138,000** [5.6%] of all hospitalizations in Canada involve at least one occurrence of harm

**16,606** page views of the [Hospital Harm Improvement Resource](#)

**2,647** downloads of the analytical report, [Measuring Patient Harm in Canadian Hospitals](#)

**420** organizations registered for the [Measuring Patient Harm in Canadian Hospitals virtual announcement](#)



# Connecting with the Public, Providers and Leaders

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Improving patient safety and quality in Canada requires everyone's involvement—patients and their families, healthcare providers, and leaders in healthcare organizations. The Canadian Patient Safety Institute launched a new initiative aimed at reducing the number of harmful, and sometimes deadly, mistakes that occur in Canadian healthcare facilities each year. SHIFT to Safety is a source for patient safety information in Canada for members of the public, healthcare providers and healthcare leaders. Our tools and resources empower everyone to understand how to make safety a priority while navigating the healthcare system.

- SHIFT to Safety
- Framework for Measuring and Monitoring Safety
- TeamSTEPPS
- Enhanced Recovery after Surgery
- Atlantic Health Quality and Patient Safety Collaborative
- Patient Safety improvement and Patient Engagement in Ontario
- Leadership and coordination in Western Canada

# SHIFT to Safety

launched July 20, 2016

3,418,041

people reached through the  
SHIFT to Safety announcement



534 unique views of the Facebook Live event



11,740 impressions #SHIFTtoSafety



4% engagement rate #SHIFTtoSafety

## Measuring and Monitoring of Safety Framework

204 attendees

attendees at the Introduction of the  
Measuring and Monitoring of Safety  
(Vincent) Framework to Canada  
webinar, held January 30, 2017



208 attendees

attendees at the Implementing the  
Vincent Framework at the Frontline  
webinar, held February 23, 2017



# Leadership in Patient Safety Capacity Building

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Patient safety and quality improvement education is foundational to knowledge, skill acquisition and attitudes necessary to transform health systems into highly reliable and resilient organizations. The Canadian Patient Safety Institute works with its partners to identify leading patient safety practices, develop safety competencies, and support the integration of leading practices into education, training and professional development for undergraduate, post-graduate and practicing healthcare professionals across the continuum of care.

- Patient Safety Education Program — Canada
- Innovations in Patient Safety Education Awards
- ASPIRE
- Canadian Patient Safety Officer Course
- Effective Governance for Quality and Patient Safety
- Patient Safety and Incident Management
- Safety Competencies

# Patient Safety Education Program – Canada (PSEP – Canada)

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**975**

patient safety trainers certified to educate and spread patient safety knowledge

**211**

organizations across the country with patient safety trainers

**7**

PSEP – Canada conferences delivered with 210 participants certified in 2016-17

## Canadian Patient Safety Officer Course (CPSOC)

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**545** participants have completed the CPSOC, including 21 international participants



**39** Canadian and 1 International participant completed the 2016 program

## Patient Safety and Incident Management Toolkit

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**15,914** page views

**1,695** PDF downloads

**1,011** outbound links to resources from Patient Safety and Incident Management Toolkit

**40** participants from Atlantic Canada attended and in-person education session on incident management



# Celebrating Patient Safety

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Our successes are greatest when our partners work with us to make care safer. The Canadian Patient Safety Institute places a spotlight on patient safety issues through two nationally-designated events each year. These events urge people to participate and spread awareness about patient safety. It is also an opportunity to celebrate the good work being done across the country to advance patient safety and alleviate harm.

- Canadian Patient Safety Week
- Hands in Healthcare magazine
- STOP! Clean Your Hands Day



# Canadian Patient Safety Week

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**1,983**

Canadian Patient Safety Week (CPSW) participants

**1,000+**

1,000+ questions posted on social media for Questions Save Lives campaign

**2,322**

views and 14,000 minutes watched of patient and provider videos

# #ASKLISTENTALK October 24-28, 2016

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**5,008**

original tweets

**1,014**

tweets from 154 participants (Twitter Talk Event)



**1,422**

participants

**4,269,408**

impressions during one-hour of engagement

**14,043,518**

impressions

# STOP! Clean Your Hands Day

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**748** sites registered

**978** packages distributed



#PledgeCleanHands – May 5, 2016

**338** original tweets

**193** participants

**726,603** impressions

# Canadian Patient Safety Institute Key Focus Areas

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### **Canadian Patient Safety Institute objectives for the year and extent to which they were met**

At the start of the 2016-17 fiscal year, the Canadian Patient Safety Institute laid out a plan to further advance its strategic goals, and defined success as follows:

- **Goal 1:** Evaluation of progress and impact of the National Patient Safety Consortium and the Integrated Patient Safety Action Plan, a more coordinated pan-Canadian approach to measurement, and above all, the creation of enduring collective mechanisms that can continue to establish and act on pan-Canadian and patient and family driven priorities to achieve safer care.
- **Goal 2:** Implementing a renewed *Safer Healthcare Now!*, connecting existing products and tools of the Canadian Patient Safety Institute and others to the new platform, realigning the research program to support knowledge translation, and organizing and collaborating internally to support innovative product development.
- **Goal 3:** Further building system level capability by continuing to deliver learning programs, embedding products and competencies in pre-professional and post-graduate education, reaching regulators and leveraging a network of patient safety educators.
- **Goal 4:** Continued communications and engagement of collaborators in the Integrated Patient Safety Action Plan, more targeted and personalized interactions with our stakeholders, and setting the stage for increased public awareness of patient safety issues.

In addition, we identified specific priorities within these goals for finishing strongly over the remaining two years of the existing funding agreement, including building capability for a systems approach to safety issues, supporting the development of the “how to” for patient engagement, improving patient safety in indigenous communities, developing a government relations strategy, and partnering with industry.

The Canadian Patient Safety Institute advanced many of these goals over the 2016-17 fiscal year, and has many accomplishments to be proud of, including continued progress on the Integrated Patient Safety Action Plan, launch of the Hospital Harm Measure and the SHIFT to Safety program, and the most successful Canadian Patient Safety Week ever. In addition, the Performance Measurement Framework section of the Annual Report presents some of the measures of success over the past year compared to initial targets.

Challenges remain, perhaps most notably to continue to engage hearts and minds at all levels of the system, amid so many other competing demands, in recognizing the full magnitude of the continuing patient safety opportunities.

### ***Overview of the significant expected results to be achieved in the upcoming fiscal year***

Based on the progress achieved, the Canadian Patient Safety Institute's Operational Plan for 2017-18 updates what is needed to achieve further progress. The plan approaches the 2017-18 fiscal year as a bridge, in which the Canadian Patient Safety Institute will focus on finishing strongly on the strategic goals that were laid out in the 2013-18 Business Plan, while laying the foundation for our impact in a future funding period.

Success in the 2017-18 fiscal year will mean:

- **Goal 1:** Continued progress and unprecedented collaboration on the Integrated Patient Safety Action Plan, engagement of leaders and policymakers across Canada, evaluation of the impact of this collective effort, and consideration of the ways to sustain an enduring collective effort to make care safer in Canada beyond March 2018.
- **Goal 2:** Further development of SHIFT to Safety content that engages leaders, providers, patients and the public, strengthened by the launch of TeamSTEPPS® and the Wave Two Home Care Safety Collaborative, and establishing additional connections between existing products and tools of the Canadian Patient Safety Institute and others to this framework.
- **Goal 3:** Further building system level capability by delivering learning programs and embedding patient safety in pre-professional and post-graduate education, and handing off mature programs to valued partners so that we can introduce new innovations to patient safety education and training.
- **Goal 4:** Continued communications and engagement of collaborators in the Integrated Patient Safety Action Plan, as well as more targeted and personalized interactions with our stakeholders, and increased public engagement in patient safety issues.

In addition, the organization continues to advance the priorities that will position the Canadian Patient Safety Institute for success into the future, including making connections to identify opportunities for projects in indigenous communities, undertaking purposeful government relations and industry relations strategies, and telling our story more assertively to demonstrate the need for and impact of our work.



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The Canadian Patient Safety Institute would like to acknowledge funding support from Health Canada. The views expressed here do not necessarily represent the views of Health Canada.

ISSN: 1920-6097

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**cpsi-icsp** Canadian Patient Safety Institute  
Institut canadien pour la sécurité des patients