



**Healthcare
Excellence**
Canada

**Excellence
en santé**
Canada

Rethinking Patient Safety

Strategies for Success

May 2024

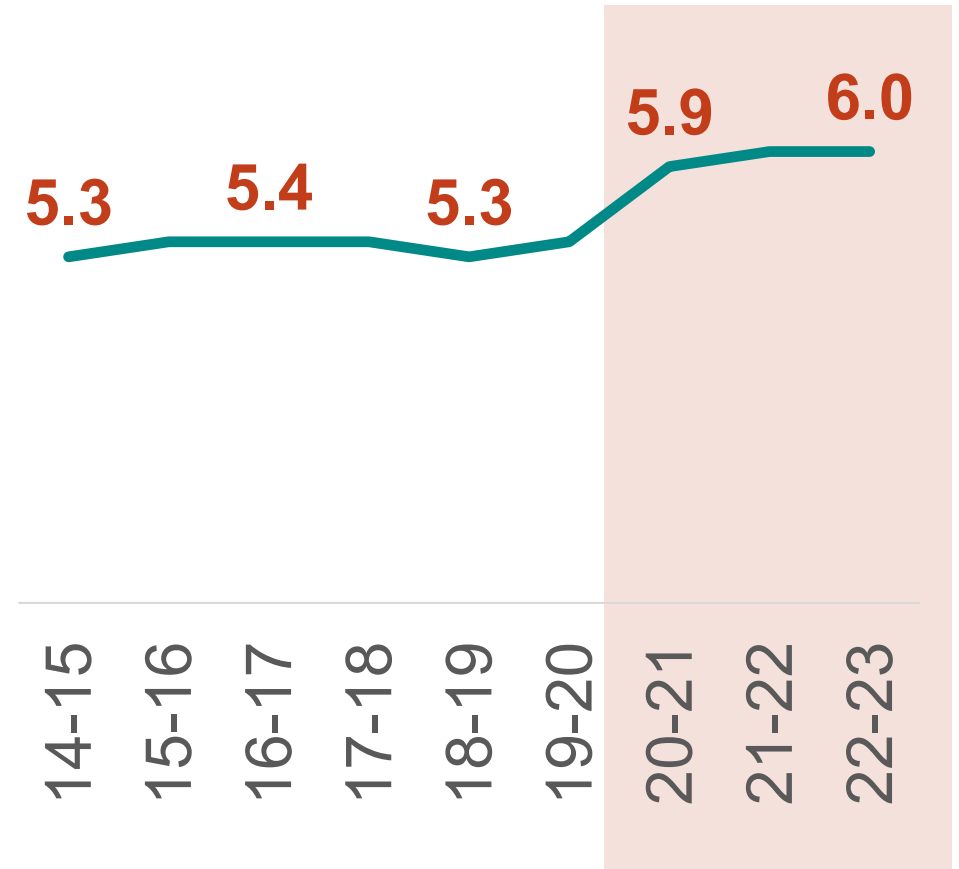


CIHI: % Harm per 100 Hospitalizations

In 2022–2023,

1 **in** **17** hospital stays

in Canada involved at least one harmful event
(146,000 out of 2.4 million hospital stays).



Source: [CIHI](#)



“The health care system and the workers who uphold it are **under enormous strain**, a situation that was exacerbated by the pandemic, and **needs immediate action** to deliver better health care for Canadians.”

– Working Together to Improve Health Care for Canadians, February 7, 2023



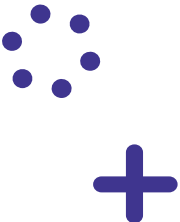
What % Canadian health workers feel free to speak up if they see something that may negatively affect a patient and feel free to question those with more authority?



Perceptions of communication openness among health workers: Canada

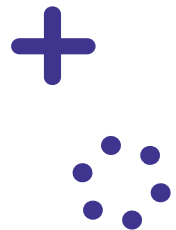


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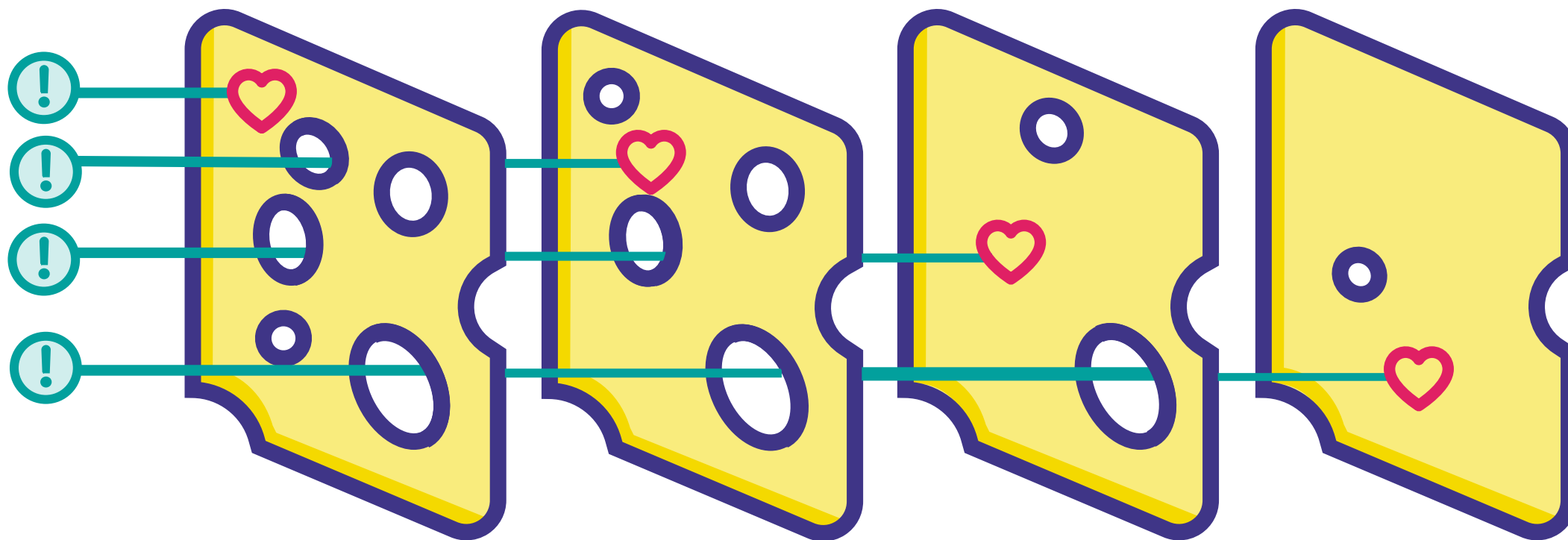


“Every system is perfectly designed to get the results it gets.”

– Paul Batalden, Institute for Healthcare Improvement



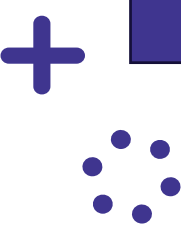
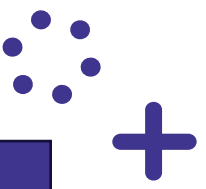
Flipping Mental Models: Towards Safer Care



Errors



Harm prevention



“If it’s not safe, it’s not care”

– World Health Organization Director General, 2023

WHO Patient Safety Rights Charter (2024)

Timely, effective
and appropriate
care

Safe health care
processes and
practices

Qualified and
competent health
workers

Safe medical
products and their
safe and rational
use

Safe and secure
health care facilities

Dignity, respect,
non-discrimination,
privacy and
confidentiality

Information,
education and
supported decision
making

Access to medical
records

To be heard and
fair resolution

Patient and family
engagement

Rethinking Patient Safety





Everyone contributes to patient safety

Together we must learn and act to create safer care and reduce all forms of harm.

[Download the guide.](#)



English



French

**Patient safety is
everyone's responsibility**

**Patient safety is everyone's
responsibility and, together,**

**Patient safety is everyone's
responsibility and, together, we
can learn from and act**

**Patient safety is everyone's
responsibility and, together, we
can learn from and act
to reduce all forms of healthcare
harm.**

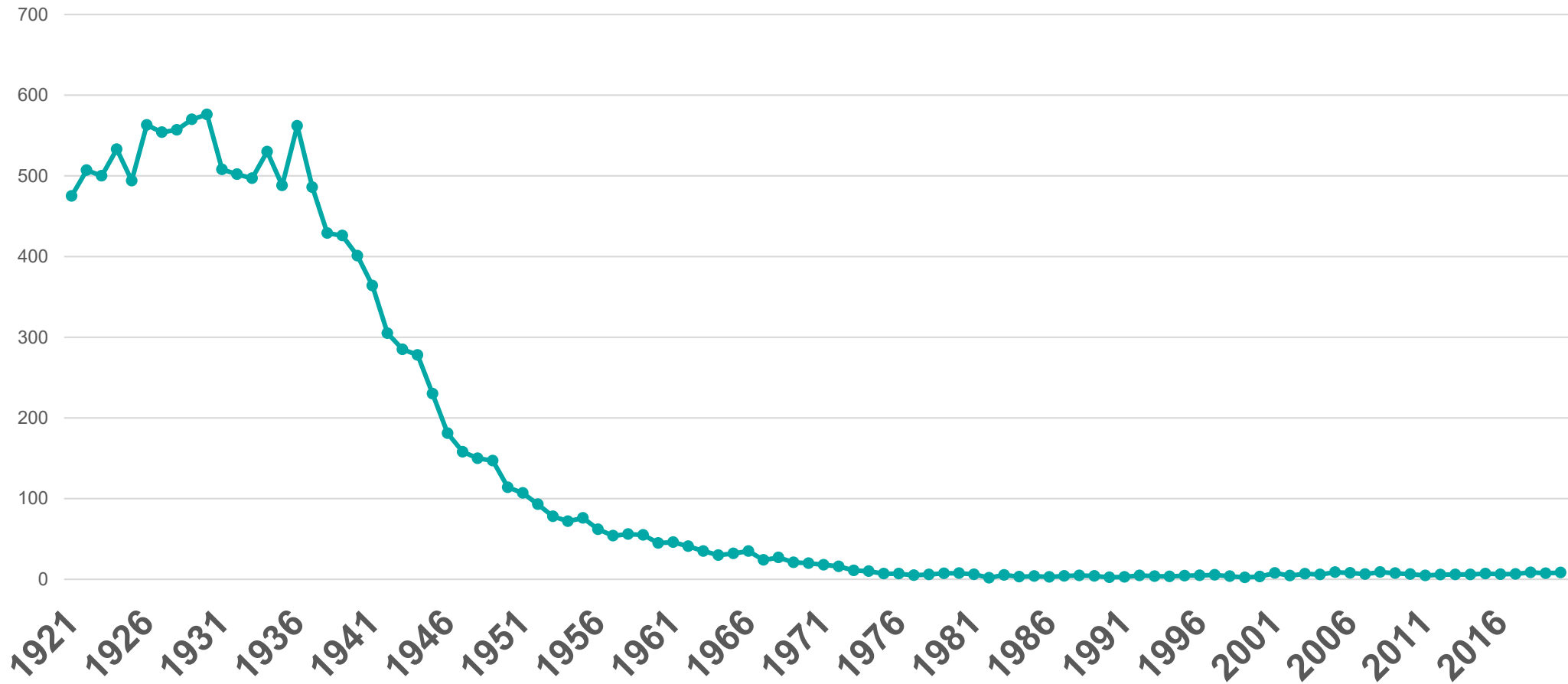
Patient safety is everyone's responsibility and, together, we can learn from and act to reduce all forms of healthcare harm.

**We Can Change
Because We
Have**





Death rate from pregnancy-related causes during or within 42 days of pregnancy, 1921-2020



Reducing Potentially Inappropriate Antipsychotic Use

Spreading intervention developed in Winnipeg to LTC homes in 6 provinces, since scaled jurisdiction-wide in several provinces



45

long-term care homes



caring for more than
4,900 residents



25%

less likely to remain on potentially inappropriate antipsychotics compared with non-participating homes; no significant change in worsening behaviour indicator

Evidence-informed

Education & training

Coaching

Tracking results

Peer-to-peer connections

Interdisciplinary



Safer Care By Design



Are We Safe or Just Lucky?

Leadership for safety

Enabling front-line actions to deliver safer care

Partnering with patients and caregivers

Learning practices to reinforce safer behaviours & systems

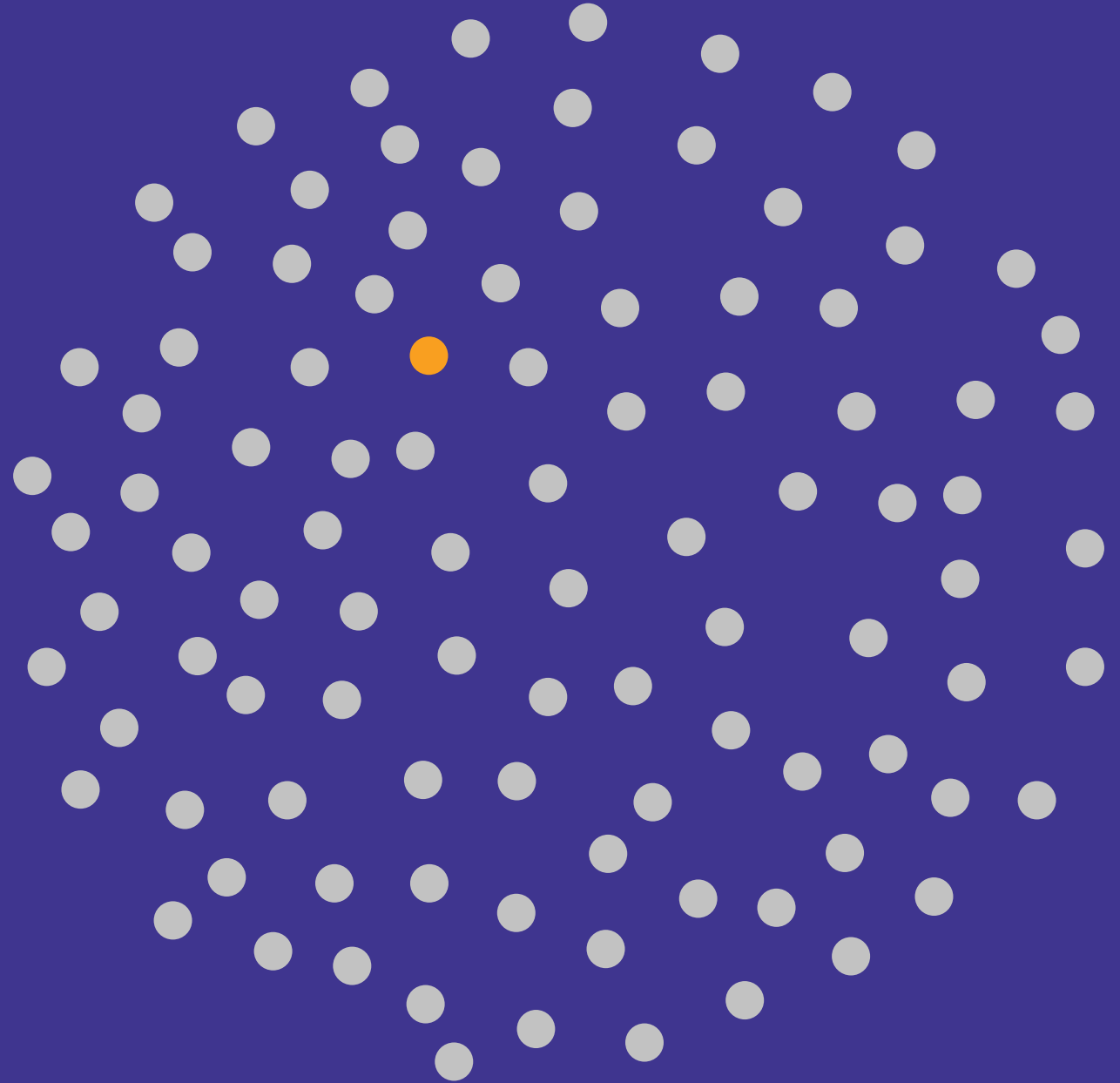
Safety
challenge
#1

Safety
challenge
#2

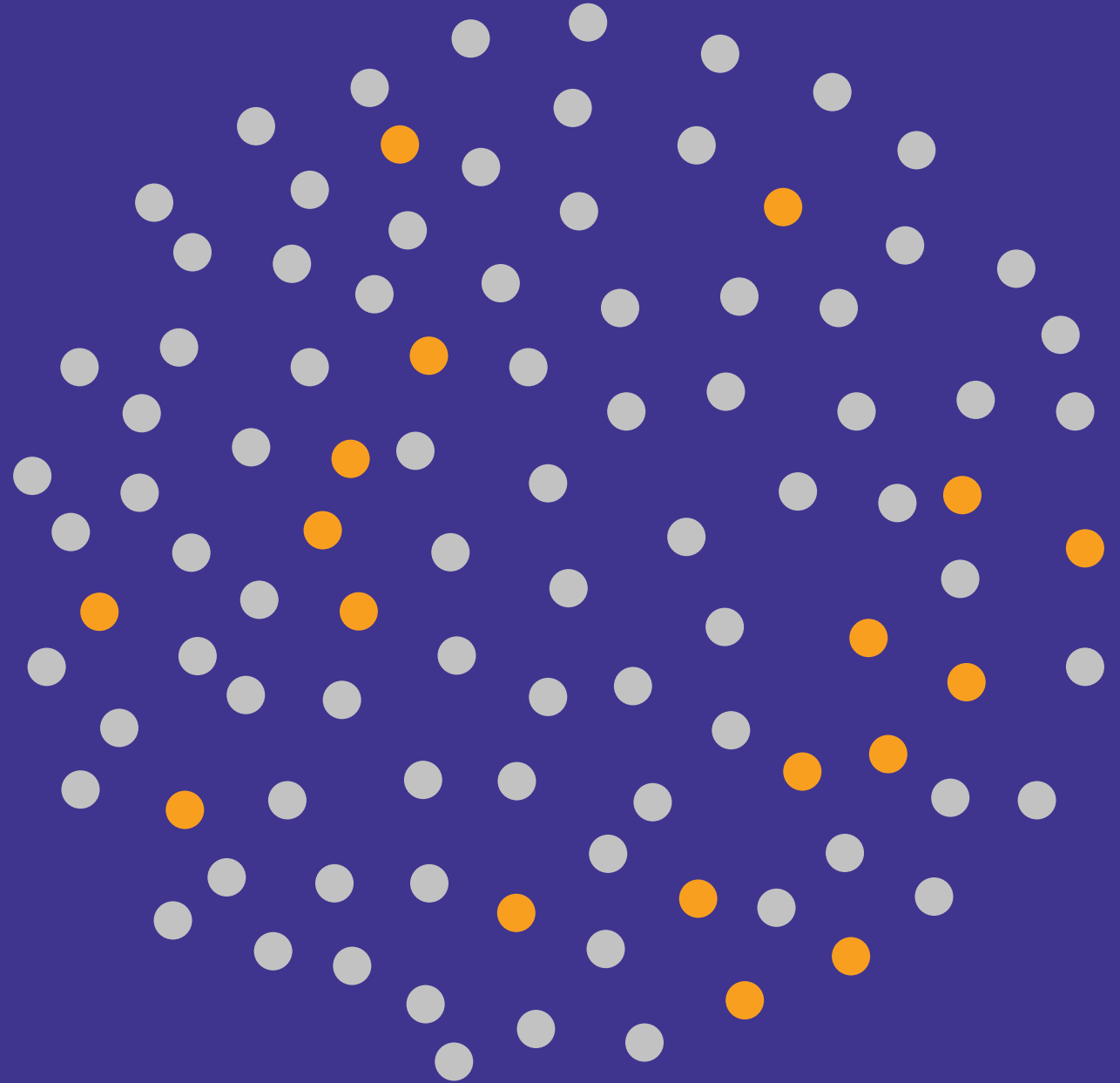
Safety
challenge
#3

Safety
challenge
#4

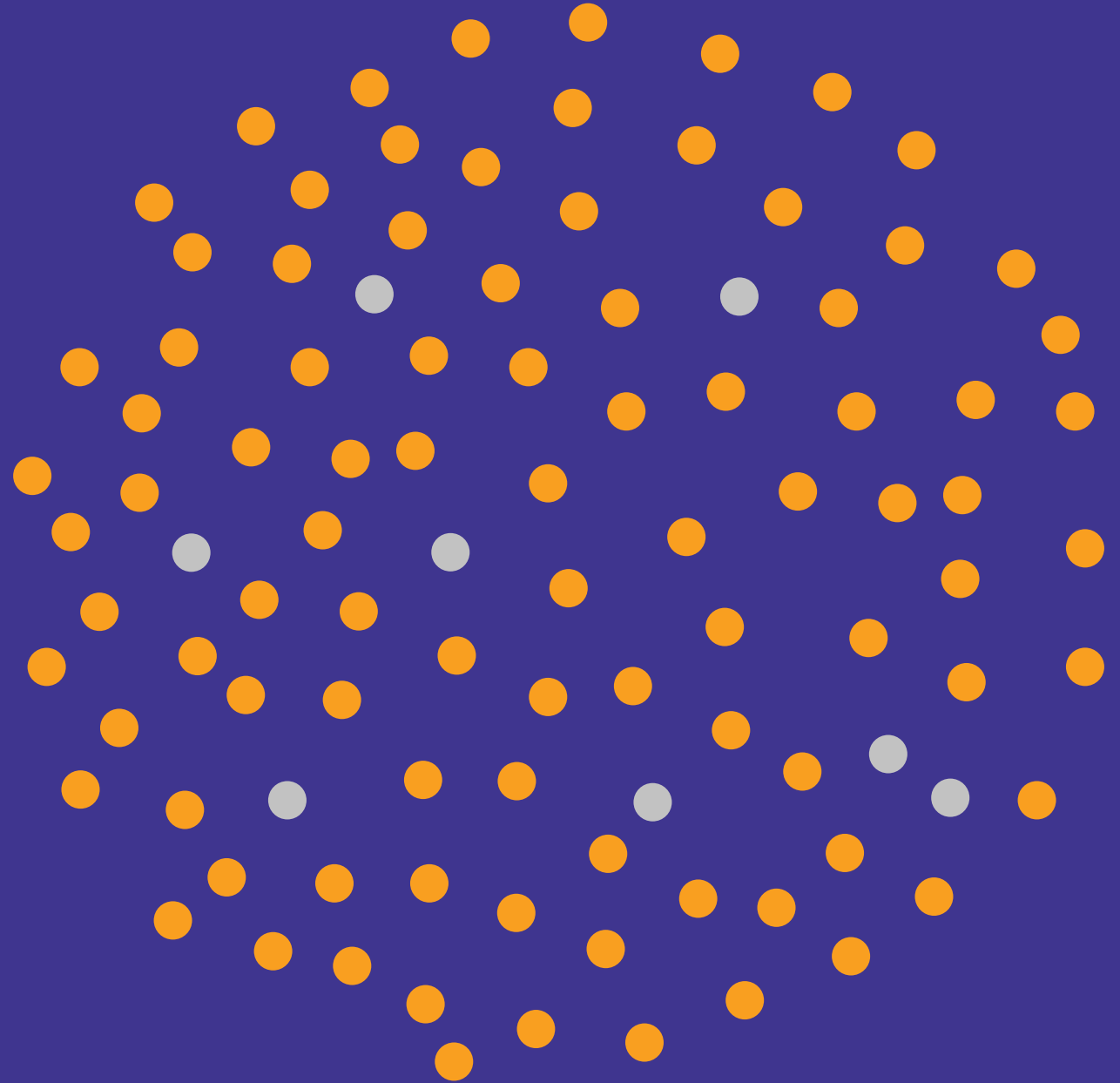
Innovate – It's Happening



Spread – It's Happening Elsewhere



Scale – It's Happening Everywhere



4500+ Teams: A Few Examples

Paramedic calls where **palliative care provided in home** improved presenting complaint (of 7000 calls)

87%

\$4.60 benefits per \$1.00 invested

Antipsychotics deprescribed in residents of LTC (of 4,087 residents in 129 Quebec centres)

77%

47% stopped. 30% lower dose.

Adults living with frailty **improved or maintained level of frailty after 6 months** (4966 people initially screened)

73%

56% ↑ quality of life

LTC & retirement homes who **improved 1+ quadruple aim dimension** in pandemic response program (1500+ homes; 177,000+ residents)

78%

Liberated clinical hours for every hour of logistic support:

1.7 hours

Staff work life improved with pandemic response program (149 shelters/ substance use facilities; 6917 clients)

73%

“

*My wife was in a lot of pain and her organs were failing.
They made my wife comfortable and pain free until her last
breath the next day.*

Everything was done perfectly.

Family member

”

Small Changes. Big Impact. Safer Care.

**SMALL CHANGES.
BIG IMPACT.
SAFER CARE.**

What's your 15%





Let's Get Going. Together.

Join our email list to stay
connected to the latest in
healthcare quality and safety



English



Français



Ready to build your leadership skills to improve healthcare quality and safety?

Learn about EXTRA™, our bilingual leadership development program.



English



Français