# *What is Patient Safety?*

**Krista Muncaster, RN**

**Patient Safety and Accreditation Lead**

**June 29, 2017**

# Objectives for today

- What is Patient Safety?
- Why is Patient Safety Important?
- How Do We Improve Patient Safety?
- Your Role in Patient Safety

# What is Patient Safety

- A way of doing things (philosophy)
- A discipline (safety science)
- A property or goal/attribute to minimize adverse events and eliminate preventable harm
- Keeping patients free from harm
- Providing high quality healthcare
- Decreasing risks to patients
- Implementing evidence-based interventions

# Why is Patient Safety Important?

Canadian Adverse Events Study

- Baker and Norton (2004) studied the rate of adverse events (AE) in Canadian Hospitals
- AE - unintended injury related to healthcare management

AE rate - 7.5 per 100 admissions

- 36.9% of these were preventable
- 20.8% of patients with AE died - in 9% of these, AE were highly preventable
- 5.2% of AE resulted in permanent disability
- 15.9% of AE resulted in death

Most common

- Surgical procedures
- Drug and fluid-related events

# Definition of Terms

Adverse Event:

- Unintended, unexpected and undesirable negative outcome resulting from health care management
- Not related to natural progression of disease or expected complication

Near Miss (Good Catch):

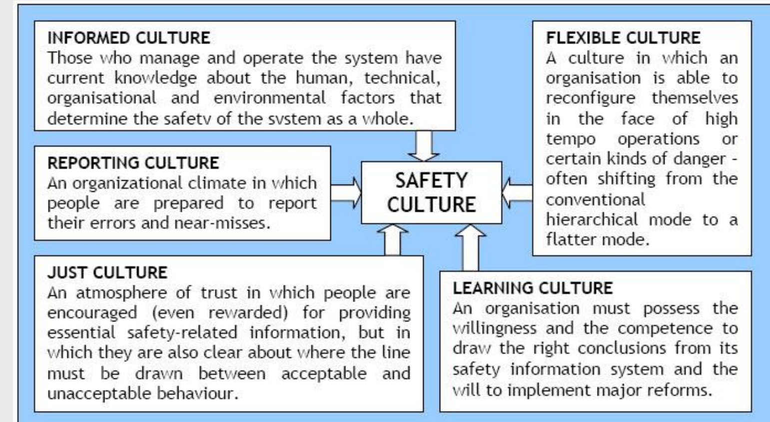
- An event or situation that could have resulted in harm but did not, either by chance or timely intervention
- It did not reach the patient

London Health Sciences Centre
St Joseph's Health Care London
Schulich Medicine & Dentistry
Western

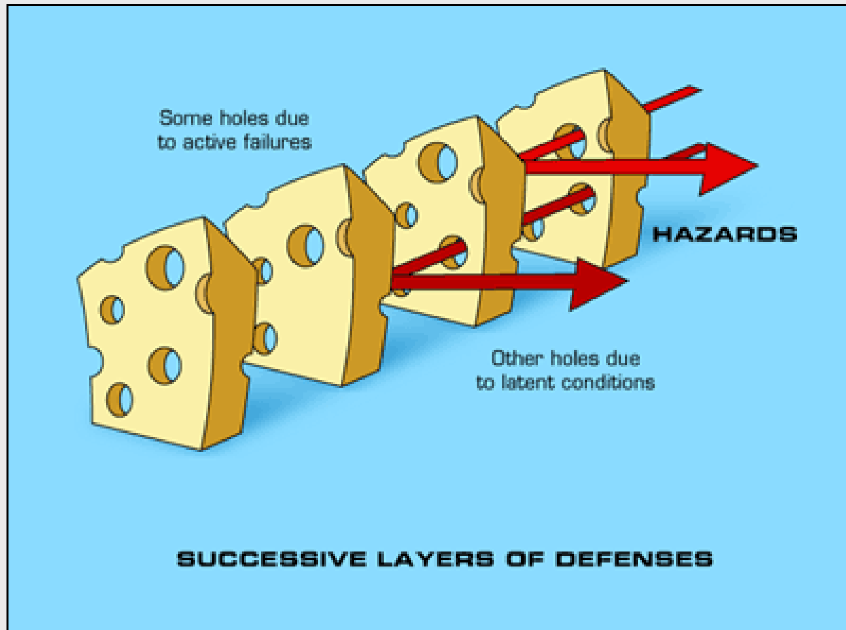
# How Do We Improve Patient Safety?

**Create a Culture of Safety – "Just Culture"**

- Prevention of errors and adverse events
- Capture near misses
- Learning from events when they do occur
- Move away from "Shame and Blame"
- Focus on system issues
- Emphasis on teamwork and communication
- Disclosure of harm
- Continuous improvement



# How Adverse Events Occur – System Factors

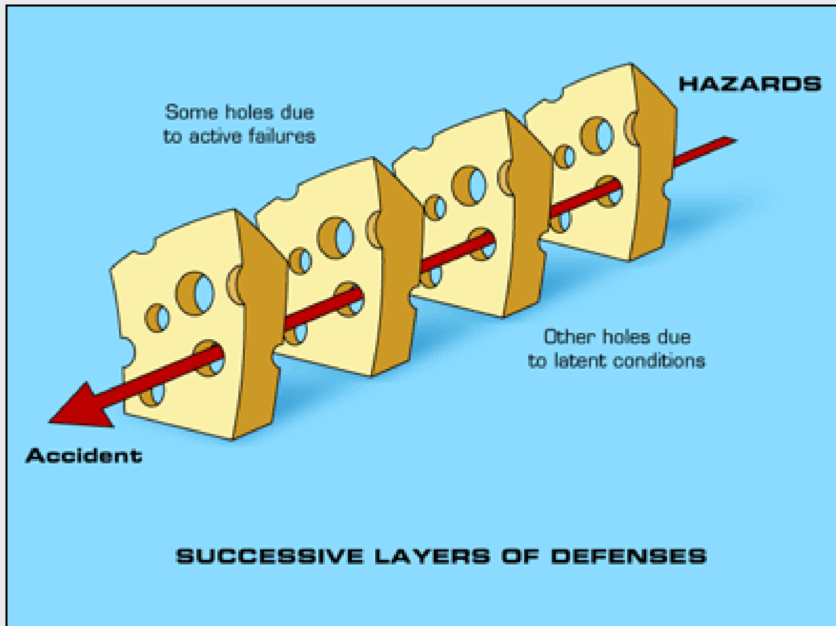



Reason's Swiss Cheese Model of System Failure

Each slice of cheese is a defensive layer in the process/system.

The holes are opportunities for the process/system to fail.

# How Adverse Events Occur – System Factors




When all the holes align for each step of the process the hazard defeats the defenses and causes and incident.

Reason's Swiss Cheese Model of System Failure


London Health Sciences Centre
ST JOSEPH's HEALTH CARE LONDON
Schulich MEDICINE & DENTISTRY
Western

# Improving Patient Safety: Reporting

- To promote continuous quality improvement
- Incident reporting is NOT intended for disciplinary measures
- May require some review of procedures/ protocols
- Trending
- Important to learn from adverse events

# Improving Patient Safety

**Initiatives at LHSC**

- Hand Hygiene
- Adverse Event Reporting
- Disclosure of Harm
- Removal of Dangerous Abbreviations in Medication Orders
- **Medication Reconciliation**
- Safe Surgery Checklists
- Using Two Client Identifiers
- Falls Prevention Strategy
- **VTE Prophylaxis**
- Accreditation
- Canadian Patient Safety Week at LHSC

London Health Sciences Centre | St Joseph's Health Care London | Schulich Medicine & Dentistry | Western

# Key Points – Your Role in Patient Safety

- You have a responsibility to maintain and improve patient safety
- You provide care in a complex system
- The interaction of the components of the system can impair or improve safety
- **Communication is of utmost importance**
- Speak up when you are unsure – ask questions
- Report patient safety incidents

London Health Sciences Centre · St. Joseph's Health Care London · Schulich Medicine & Dentistry · Western

# Resources

- CMPA
- Canadian Patient Safety Institute (CPSI)
- LHSC Patient Safety

**Patient Safety Team**

- Sandy Jansen, Director Patient Safety and Experience
- Kayley Perfetto, Patient Safety Specialist
- Krista Muncaster, Patient Safety and Accreditation Lead
- Dawna Van Boxmeer, Patient Safety and Accreditation Lead
- Monica Kaszycki, Patient Safety Specialist
- Andrea Shepherd, Patient Safety Specialist

# Questions

London Health Sciences Centre

St Joseph's Health Care London

Schulich Medicine & Dentistry

Western