

safer healthcare
now!

Information for Individuals and Organizations

des soins de santé plus sécuritaires
Maintenant!

Table of Contents

Introduction	3
A Spirit of Inclusiveness	3
No Barriers	3
Interventions	3
Safer Healthcare Now! Scope and Infrastructure	5
<i>Safer Healthcare Now!</i> Structure	5
Supporting SHN	5
Clinical Partners	6
Key Milestones	7
How to Get Started	7
Enrollment Forms	7
Important Considerations	7
What Participants Will Receive	9
Education / Resources Website	9
Community of Practice	9
Getting Started Kits (GSK)	9
Educational Opportunities	9
Measurement	10
Progress Reports	10
Contact Information	10
<i>Safer Healthcare Now!</i> Regional Leaders	10
<i>Safer Healthcare Now!</i> CPSI Coordinating Body	10
References	11

Introduction

Safer Healthcare Now! (SHN) is a program of the Canadian Patient Safety Institute. It is an initiative aimed at reducing preventable adverse events and deaths in Canadian healthcare. It was patterned after the Institute for Healthcare Improvement (IHI), *100K Lives* campaign. The goal of SHN is to encourage and support Canadian healthcare organizations in implementing evidenced based interventions in patient care. At *Safer Healthcare Now!*, we recognize that although the evidence indicates the appropriate implementation leads to reduce mortality and morbidity, many organizations struggle with implementing the various strategies. The purpose of SHN is to develop tools and provide resources to assist and support health care organizations in the implementation of the targeted interventions.

Safer Healthcare Now! is a highly collaborative effort among healthcare organizations across Canada. We are proud of the number of organizations that have already joined *Safer Healthcare Now!*, and strongly encourage those that have not yet enrolled to join the rapidly growing list teams.

A Spirit of Inclusiveness

Safer Healthcare Now! is open to all health care organizations, clinical teams (large and small) from across Canada, corner-to-corner, sea-to-sea. While the original six interventions were y focused on the acute-care sector, SHN has extended into the long-term care (LTC) and community settings.

An important objective of SHN is to expand the reach of quality improvement initiatives throughout the country and across the continuum of care. This is being done through the addition of new interventions and pilot programs and through the spread of the existing ones across the continuum of care.

Our mission is simply to improve the health services delivered to Canadians.

No Barriers

The philosophy of SHN is to minimize cost while maximizing support to those who enroll. Healthcare organizations are invited to participate in one or all of the SHN interventions. There are no provincial, territorial or jurisdictional barriers. There are no enrollment fees and access to our tools and resources are free.

Interventions

Safer Healthcare Now! focuses on evidence-based strategies:

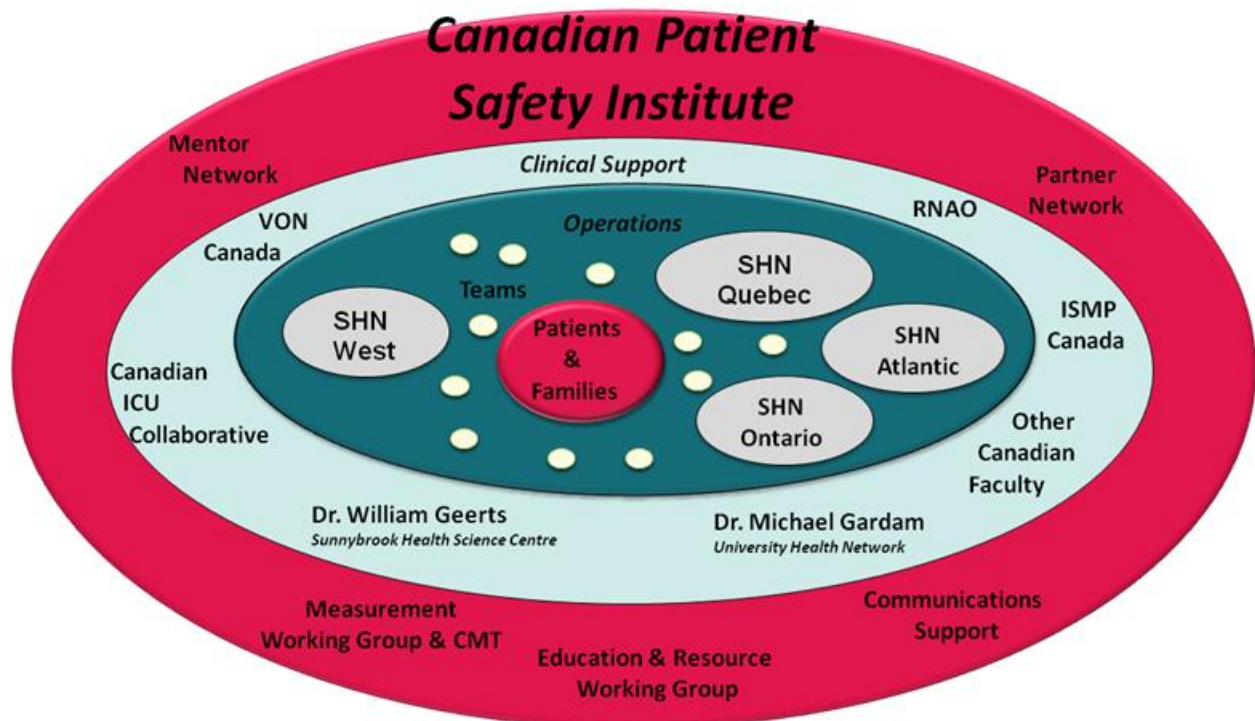
- **IPAC - Infection Prevention and Control:** prevent health care associated infections through applying techniques that help bring about positive culture change.

- **AMI - Improved care for Acute Myocardial Infarction** - consistently implement treatment and care protocols (or processes) known to reduce complications and deaths for heart attack patients.
- **CLI - Prevent Central Line Infections** - implement a series of interdependent, scientifically grounded steps to reduce catheter-related bloodstream infections.
- **Falls - Reducing Falls and Injury from Falls** - implement strategies in long-term care, acute care and home health care that can make a difference towards reducing falls and injury from falls
- **Med Rec -Medication Reconciliation (Acute Care)** - implement medication reconciliation to prevent adverse drug events and potential harm in patients in acute-care hospitals during admission, transfer, or discharge.
- **Med Rec (LTC)- Medication Reconciliation in Long Term Care (LTC)** - implement medication reconciliation to prevent adverse drug events in long-term care settings.
- **Med Rec (HC) - Medication Reconciliation in Home Care (LTC)** - implement medication reconciliation to prevent adverse drug events in home healthcare.
- **RRT - Implement Rapid Response Teams** - prevent deaths in patients outside Intensive Care who are progressively failing through treatment by specially trained teams of health professionals.
- **SSI - Prevent Surgical Site Infections** - implement a series of treatment protocols to reduce the frequency of infections and deaths after surgery.
- **VAP - Prevent Ventilator-Associated Pneumonia** - implement practices to prevent infections and deaths caused by the use of ventilators.
- **VTE - Venous thromboembolism** - implement evidence-based best practice guidelines to ensure that general surgery and hip fracture surgery patients receive the appropriate thromboprophylaxis (primarily drugs that prevent blood clots) to prevent deep vein thrombosis and pulmonary embolism.
- **HH- Hand Hygiene** - Reduce healthcare associated infections by practicing optimal hand hygiene.

Safer Healthcare Now! Scope and Infrastructure

Safer Healthcare Now! Structure

Safer Healthcare Now! is a program of the Canadian Patient Safety Institute. As depicted in the image below it is a joint and concerted effort amongst a large diverse group of pan-Canadian organizations.



Supporting SHN

Financial support and overall coordination of SHN is provided by the Canadian Patient Safety Institute. In addition, the provincial health ministries and provincial quality councils offer financial and in-kind support to *Safer Healthcare Now!*

SHN Regions

Teams will be directly supported through the four geographic regions listed below:

- **Western Region** (British Columbia, Alberta, Saskatchewan, Manitoba, Northwest Territories, and Yukon)
- **Ontario Region** (Ontario and Nunavut)

- **Atlantic Region** (the four Atlantic provinces: New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland/Labrador)
- **Quebec Campaign:** *"Together, let's improve healthcare safety!"* (Quebec)

The Regional activities include the following:

- Raising awareness of *Safer Healthcare Now!* in the geographic region
- Facilitating and promoting enrollment
- Facilitating educational and improvement opportunities for participants
- Coordinating clinical (with respect to interventions), quality improvement and measurement assistance through a local and national roster of resource individuals
- Facilitating communication of information to participants
- Sharing information among the SHN Regions
- Monitoring progress and facilitating resolution of challenges within the geographic region

On a regional level, the staff are supported by a growing list of hospitals and regions, as well as provincial quality care improvement and healthcare safety organizations.

Clinical Partners

Clinical leads and supporting faculty have been identified to advise and assist teams through the development and maintenance of clinically sound tools and resources. The clinical leads include:

- Canadian Intensive Care Unit Collaborative - leads three of the ICU focused interventions (CLI, VAP, RRT).
- Dr. Michael Gardam and Ms. Leah Gitterman from the University Health Network lead the IPAC and Hand Hygiene interventions
- Dr. William Geerts and Ms. Artemis Diamantorous from the Sunnybrook Health Sciences Centre lead the VTE intervention
- The Registered Nurses Association of Ontario (RNAO) leads the Falls Prevention and Injury from Falls intervention.
- Institute for Safe Medication Practices (ISMP) Canada leads the Med Rec interventions

- Victoria Order of Nurses (VON) co-leads the Med Rec in Home Care pilot project with IMSP Canada

Key Milestones

The following are significant SHN milestones.

- National Steering Committee established March 2005
- Organization enrollments commenced April 2005
- First SHN Learning Series May 27/28, 2005
- Getting Started Kits (GSK) released July 2005
- Completed evaluation of Phase I March 2007
- Phase II National Steering Committee established September 2007
- New GSK's released and Phase II enrollment began April 2008
- Falls prevention and Medication Reconciliation GSK's released September 2010
- Patient Safety Metric system opened November, 2010

How to Get Started

We encourage you to join *Safer Healthcare Now!* whether your organization is new to or an expert in quality care improvement or safety initiatives. Hospitals and healthcare sites can choose to implement one or more of the interventions.

Professional, regulatory and other healthcare organizations/groups may enroll as partners to support *Safer Healthcare Now!*. This is your opportunity to participate in a nation-wide network interested in improving the safety of our patients through learning and sharing.

Enrollment Forms

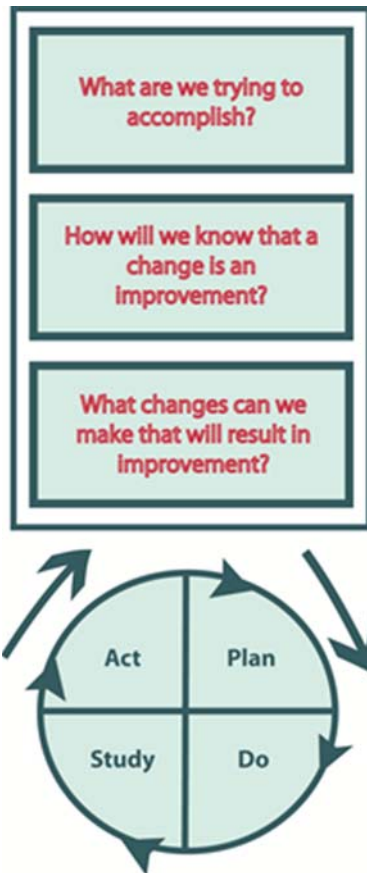
Participating organizations and partners can enrol in *Safer Healthcare Now!* at: www.saferhealthcarenow.ca or www.soinsplussecuritairesmaintenant.ca. The website also includes a listing of organizations and partners that have already enrolled. This list will be regularly updated.

Important Considerations

Safer Healthcare Now! is based on the philosophy that healthcare can be improved through:

- multiple teams (test teams);
- working toward a common aim (goals);

- adapting existing knowledge to local conditions; and
- spreading change to multiple settings (spread teams)



PDSA Cycle

Plan:

- Objective
- Questions and predictions (why)
- Plan to carry out the cycle (who, what, where, when)

Do:

- Carry out the plan
- Documents problems and unexpected observations
- Begin analysis of the data

Study:

- Complete the analysis of the data
- Compare data to predictions
- Summarize what was learned

Act:

- Adopt, adjust, abandon the idea tested?
- What changes are to be made?
- Next cycle?

Multiple Plan-Do-Study-Act (PDSA) cycles are implemented as a fundamental component of this change process. Simply described, a PDSA cycle is Planning a test, Doing the test, Studying the results of the test, and Acting upon what you have learned (Langley, Nolan et al, 1996).

Teams will need to communicate regularly to plan a local implementation strategy, monitor progress, review and adapt the implementation strategy based on data, and celebrate successes. The ability to effectively implement this “Plan-Do-Study-Act” approach is reliant on local quality improvement support. Each team should secure local support and assistance, and also consider that additional resources will be required if members plan to attend education sessions.

What Participants Will Receive

The following sections briefly describe what participating teams will be provided.

Education / Resources Website

The *Safer Healthcare Now!* website (www.saferhealthcarenow.ca) is an important tool to communicate with and engage stakeholders from across Canada. Tools and communication materials developed to support participants are accessible from the website.

www.saferhealthcarenow.ca

www.soinsplussecuritairesmaintenant.ca

Community of Practice

A CoP is a virtual learning community located on the Internet. This web-based community enables group collaboration and knowledge sharing. There is a CoP for all of the interventions, they are free to join and open to anyone who is interested in patient safety and healthcare quality improvement. Participants can access the CoP through the *Safer Healthcare Now!* website at www.saferhealthcarenow.ca or www.soinsplussecuritairesmaintenant.ca

A CoP provides teams with the means to instantly establish online areas for:

1. group collaboration - temporary or ongoing
2. facilitate group interaction
3. share text content, images and files
4. enable real-time communication via chat and instant messaging

Getting Started Kits (GSK)

For each intervention, there is a Getting Started Kit that includes relevant Canadian literature, intervention strategies, and measurement tools (as available). The GSKs are available on the *Safer Healthcare Now!* website under each intervention.

Educational Opportunities

A variety of educational and improvement opportunities will be provided on each of the intervention strategies and the applicable measurements. To minimize costs, many of these sessions will be conducted via teleconference or WebEx. Please check the website regularly for dates and times of upcoming National and Node calls.

In addition to the calls there are often collaborative events and virtual improvement programs available to participants. An improvement event is a series of learning sessions in which participating teams come together either face to face or virtually at specified times for

the purpose of sharing their learning and exchanging ideas around one of the targeted interventions.

Measurement

The Central Measurement Team (CMT) has developed a secure data collection process and an analysis strategy for each intervention. This includes the creation of specific process and outcome measures for each of the interventions. The Patient Safety Metrics system has been created as an online web based data submission and reporting tools. Participating organizations will have access to this system to support them with measurement at their local level. The original measurement sheets for each of the interventions will be accessible on the *Safer Healthcare Now!* website until 2011. The CMT, Regions, and clinical partners will provide advice and support on common measurement issues identified by participants. The CoP will be used as a forum for sharing measurement strategies and learning.

Progress Reports

Annual reports documenting the aggregate progress and accomplishments of SHN teams will be produced yearly and posted on the SHN website. Intervention and team specific successes will be highlighted in the quarterly newsletter.

Contact Information

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References

Langley C, Nolan K, Nolan T, Norman C, and Provost L, *The Improvement Guide: A Practical Approach to Improving Organizational Performance*. San Francisco: Jossey-Bass Publishers, 1996.