Patient Safety and Incident Management

Physiotherapy Alberta Webinar

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October 22, 2015

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PATIENT SAFETY FORWARD WITH

Overview of Presentation

- About the Canadian Patient Safety Institute
- Patient safety and incident management
  - Link to PT
  - Concepts
  - Toolkit features
- Patients as partners
- Resources

WHERE DO YOU WORK?
WHAT DO YOU WANT TO KNOW?

Sandi Kossey, Senior Director

ABOUT THE CANADIAN PATIENT SAFETY INSTITUTE

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Canadian Patient Safety Institute

Our Vision:

Safe healthcare for all Canadians

Our Mission:

To inspire extraordinary improvement in patient safety and quality

Our Main Roles:

- We champion the cause of patient safety.
- We help create the capacity to improve.
- We are *integrators; brokers; catalysts; and promoters.*
- We create resources for the healthcare system, work with partners, and celebrate successes.
- We listen, engage, customize, and spread knowledge.

Our Mantra

Patient Safety and Physiotherapy Practice

PATIENT SAFETY AND PT

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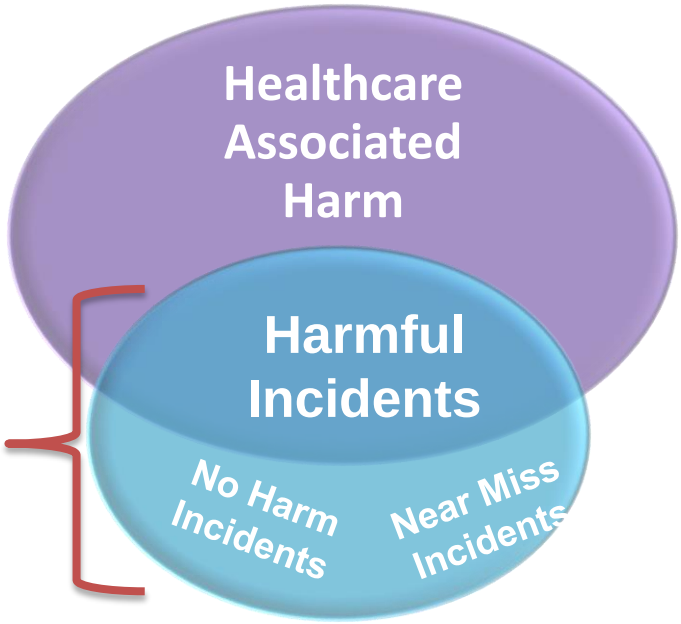
Definitions

Patient safety – the avoidance, prevention, and amelioration of adverse outcomes or injuries stemming from the processes of health care

Harm – An outcome that negatively affects a patient's health and/or quality of life.

Patient safety incident – an event or circumstance that could have resulted, or did result, in unnecessary harm to a patient



WHAT IS YOUR UNDERSTANDING OF PATIENT SAFETY?

Our Inspiration

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PATIENTS FOR PATIENT SAFETY CANADA
PATIENTS POUR LA SÉCURITÉ DES PATIENTS DU CANADA

Issues Specific to PT Practice

- Rehabilitation settings and services have unique patient safety phenomena
- Patient populations viewed as unique and increasingly complex
- Infection control
- Individual risk vs. patient autonomy
  - Informed decision-making
  - Discharge planning
  - Transitions of care

Patient Safety Management in PT Practice

- Enablers of and barriers to patient safety are consistent with those found in other health care settings
  - Teamwork
  - Culture and leadership
  - Resources
  - Individual and organizational responsibilities

Ioana Popescu, Patient Safety Improvement Lead

PATIENT SAFETY AND INCIDENT MANAGEMENT

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Patient Safety & Incident Management Toolkit

- Goal: safe care
- The need:
  - Recognize, respond, reduce, learn
  - Aligned with Accreditation
- All sectors, settings

Toolkit Development

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Principles

- Patient and family centred care
- Shared responsibility
- Safety culture
- System perspective

Patient Safety CULTURE

"Culture is tribal; it lives and breathes at provider level and in middle management level. The reality is that there are significant cultural differences between shifts and even team members. Furthermore, a unit's culture can be influenced – both negatively and positively – by a single individual." Hugh MacLeod

Before the Incident

- Promote teamwork, build capacity, culture
- Monitor, analyze, prioritize
  - risks + note strengths
- Implement actions
  - to mitigate risks, improve safety and quality
- Establish incident management structures
  - Reporting and learning system
  - Plans, processes, resources
  - leadership and staff support

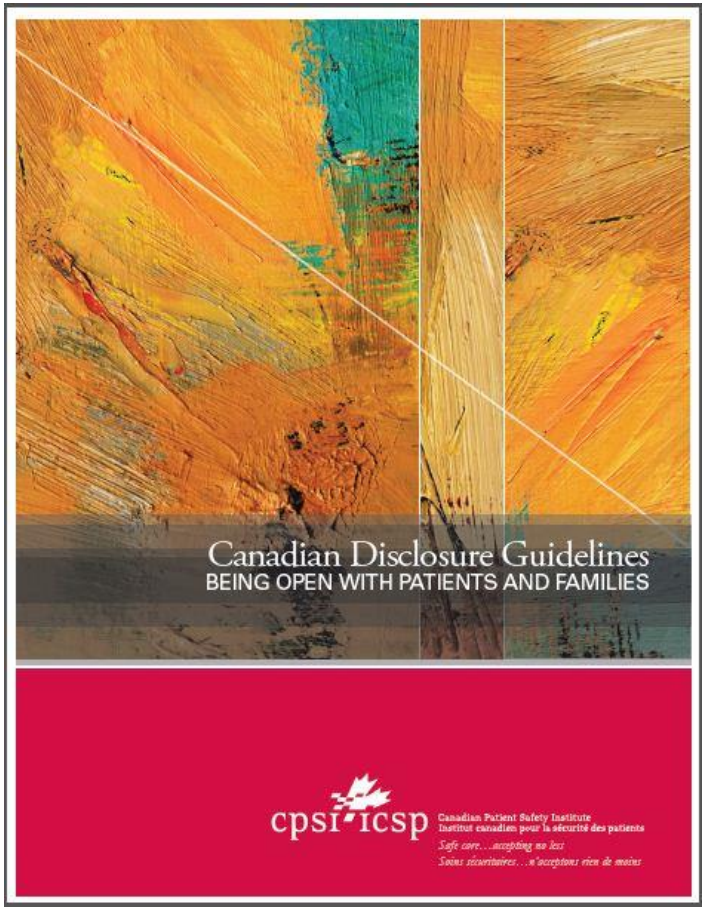
Incident Management

Disclosure

The hardest right thing you will ever have to do

Remember

- Principles
- Values



Disclosure Matters

- Caring for patients
  - Explanations, expression of regret vs. apology, making sure it does not happen again
  - Longer term support for some

- Supporting staff
  - Understanding, communication
  - Professional and personal support
  - Potential long term effects

Share Learning

- Close the communication loop & make system safer
- Patient safety successes & incidents
- Internally & externally
- Formal & informal

GLOBAL PATIENT SAFETY ALERTS

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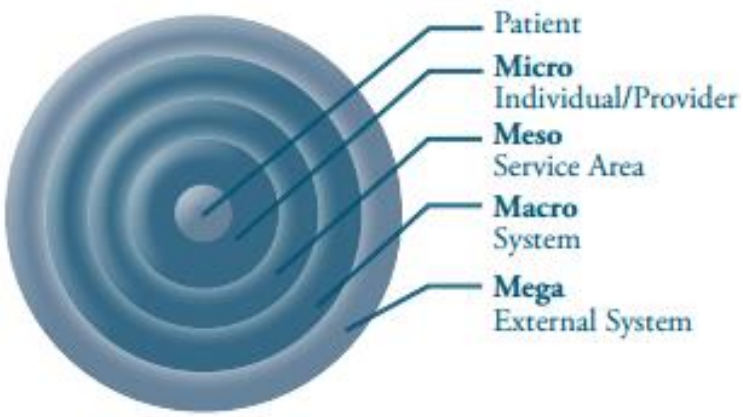
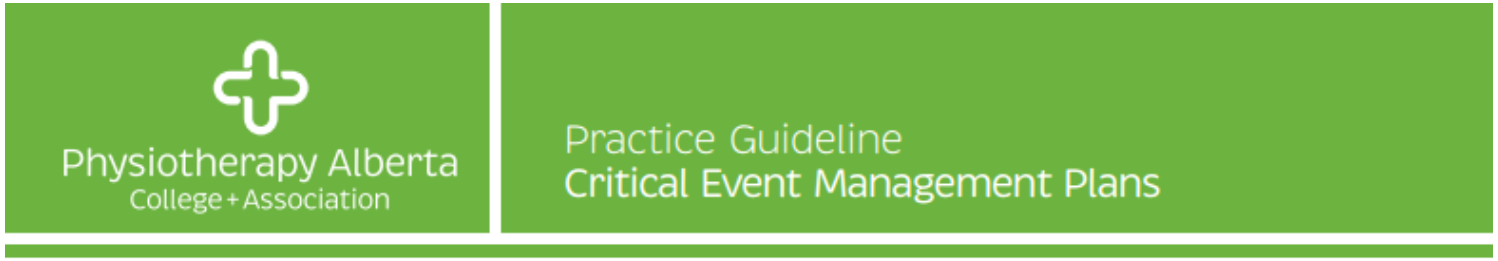
System Factors

- Shape and are shaped by PSIM
- System levels
- Actions
  - Respond, align, leverage, collaborate



Toolkit Adaptation to PT



Background

Physiotherapists must ensure plans are in place to manage any critical or unexpected events including adverse events associated with restricted activities. When developing these plans, physiotherapists must consider safety literature and resources describing adverse events and their management strategies.

This Guideline is intended to help physiotherapists create

Adverse event: An unexpected and undesired incident directly associated with the care or services provided to the patient; an incident that occurs during the process of providing health care and results in patient injury or death; or an adverse outcome for a patient, including an injury or complication.

WHAT RESOURCES DO YOU HAVE OR NEED?

PATIENTS AS PARTNERS

Patient Centred Care

- System changes
  - Technology, society, campaigns
- Shift
  - Patients: experts, providers: guests
  - Doing to → doing with
  - How can I help → what concerns YOU
- Results:
  - Adherence → health → savings

Ask Me 3®

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Patient Engagement

- Patient advisors – former patients
- Represent the patient perspective
  - Education
  - Policies, procedures
  - Decisions
  - Improvement projects

SUMMARY

Everything I need to know about patient safety I learned in kindergarten...

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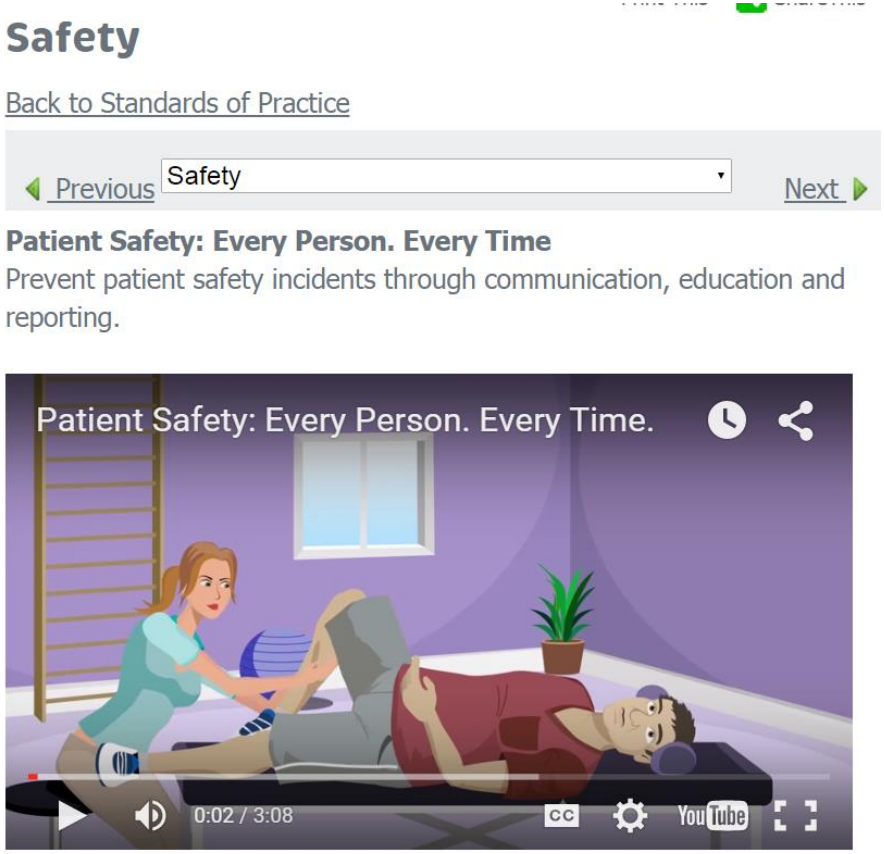
CAPHC
CANADIAN ASSOCIATION OF PAEDIATRIC HEALTH CENTRES
ASSOCIATION CANADIENNE DES CENTRES DE SANTÉ PÉDIATRIQUES

Summary

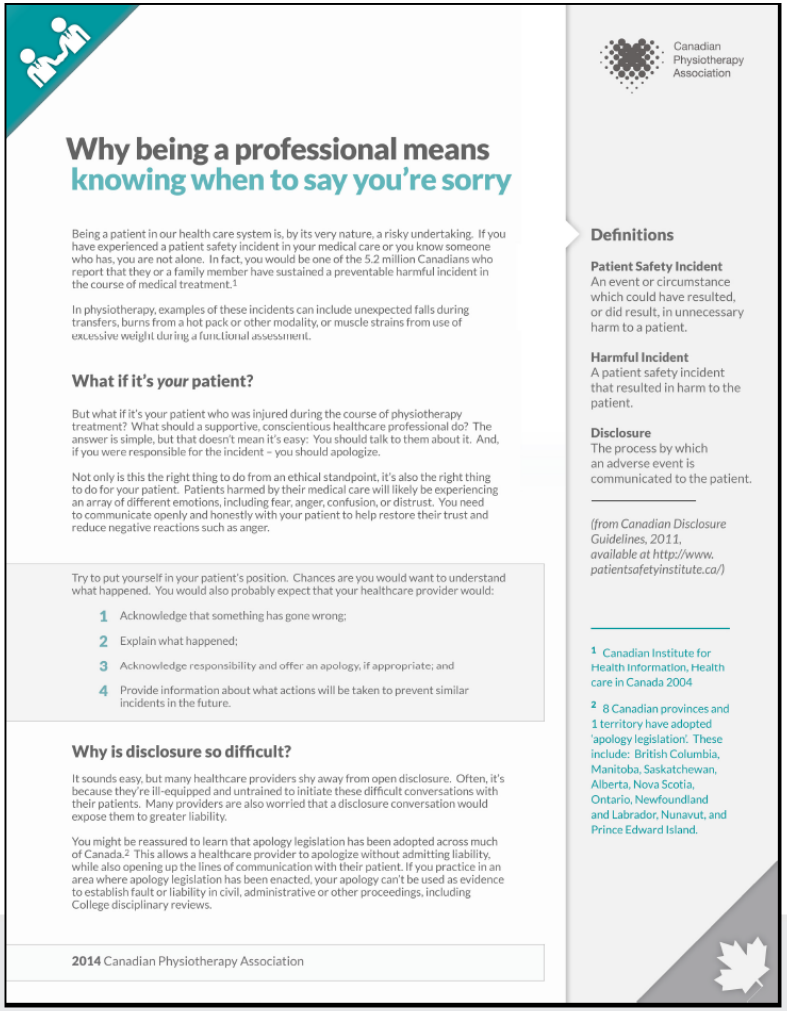
- Patient safety is everyone's responsibility
- Understanding the problem is the first step towards improvement

"When errors are viewed as an opportunity for improvement rather than punishment, patients will benefit." **(Vincent, 1998)**

Physiotherapy Alberta Resources



CPA Risk Management Practice Resource - Apology



Canadian Physiotherapy Association

Why being a professional means knowing when to say you're sorry

Being a patient in our health care system is, by its very nature, a risky undertaking. If you have experienced a patient safety incident in your medical care or you know someone who has, you are not alone. In fact, you would be one of the 5.2 million Canadians who report that they or a family member have sustained a preventable harmful incident in the course of medical treatment.[1]

In physiotherapy, examples of these incidents can include unexpected falls during transfers, burns from a hot pack or other modality, or muscle strains from use of excessive weight during a functional assessment.

What if it's *your* patient?

But what if it's your patient who was injured during the course of physiotherapy treatment? What should a supportive, conscientious healthcare professional do? The answer is simple, but that doesn't mean it's easy: You should talk to them about it. And, if you were responsible for the incident – you should apologize.

Not only is this the right thing to do from an ethical standpoint, it's also the right thing to do for your patient. Patients harmed by their medical care will likely be experiencing an array of different emotions, including fear, anger, confusion, or distrust. You need to communicate openly and honestly with your patient to help restore their trust and reduce negative reactions such as anger.

Try to put yourself in your patient's position. Chances are you would want to understand what happened. You would also probably expect that your healthcare provider would:

1. Acknowledge that something has gone wrong;
2. Explain what happened;
3. Acknowledge responsibility and offer an apology, if appropriate; and
4. Provide information about what actions will be taken to prevent similar incidents in the future.

Why is disclosure so difficult?

It sounds easy, but many healthcare providers shy away from open disclosure. Often, it's because they're ill-equipped and untrained to initiate these difficult conversations with their patients. Many providers are also worried that a disclosure conversation would expose them to greater liability.

You might be reassured to learn that apology legislation has been adopted across much of Canada.[2] This allows a healthcare provider to apologize without admitting liability, while also opening up the lines of communication with their patient. If you practice in an area where apology legislation has been enacted, your apology can't be used as evidence to establish fault or liability in civil, administrative or other proceedings, including College disciplinary reviews.

Definitions

Patient Safety Incident
An event or circumstance which could have resulted, or did result, in unnecessary harm to a patient.

Harmful Incident
A patient safety incident that resulted in harm to the patient.

Disclosure
The process by which an adverse event is communicated to the patient.

(from Canadian Disclosure Guidelines, 2011, available at http://www.patientsafetyinstitute.ca/)

[1] Canadian Institute for Health Information, Health care in Canada 2004

[2] 8 Canadian provinces and 1 territory have adopted 'apology legislation'. These include: British Columbia, Manitoba, Saskatchewan, Alberta, Nova Scotia, Ontario, Newfoundland and Labrador, Nunavut, and Prince Edward Island.

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CANADIAN PATIENT SAFETY WEEK

Oct. 26 – 30, 2015

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ASK

Canada's Virtual Forum on

PATIENT SAFETY + QUALITY IMPROVEMENT

LISTEN

TALK

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DISCUSSION

Contact us: info@cpsi-icsp.ca; 1.866.421.6933

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