



Quality & Patient Safety Plan

2022-27

Liane Barefoot, Director, Patient Experience, Quality, Risk, Privacy & IPAC
Kellen Baldock, Patient Safety & Quality Lead

LEGEND:

ACTIVE = plan is approved and currently active

NET NEW = plan is the first of its kind and is undergoing development

Corporate Plan Status Overview

Version Date: February 14, 2024

There are 19 corporate plans housed within our five Strategic Pillars. Each corporate plan guides the work of its respective department to ensure alignment with our 2022-27 Strategic Plan.



Sustain Financial Health		
Corporate Plan	Plan Owner(s)	Status / Approval Date
Multi-year Financial Plan	Trevor Clark and Michelle D'Souza	March 2024
Multi-year Capital Plan	Trevor Clark and Valerie Smith-Sellers	March 2024

Elevate Partnerships in Care		
Corporate Plan	Plan Owner(s)	Status / Approval Date
Clinical Services Growth Plan (2022-27)	Stephanie Pearsall and Dr. Winnie Lee	ACTIVE
Patient Experience Plan	Liane Barefoot	ACTIVE
Quality and Safety Plan	Liane Barefoot	March 2024
Capital Redevelopment Plan	Patrick Gaskin / Amanda Thibodeau	ACTIVE

Increase Joy in Work		
Corporate Plan	Plan Owner(s)	Status / Approval Date
Human Resources Plan	Susan Toth and Trevor Clark	ACTIVE
Wellness and Wellbeing Plan	Susan Toth and Trevor Clark	ACTIVE
Employee and Physician Engagement Plan	Susan Toth and Trevor Clark	ACTIVE
Corporate Communications and Engagement Plan	Stephan Beckhoff	ACTIVE

Advance Health Equity		
Corporate Plan	Plan Owner	Status / Approval Date
Diversity, Equity, and Inclusion Plan (2022-27)	Mari Iromoto	ACTIVE
Indigenous Truth & Reconciliation Guide	Patrick Gaskin	NET NEW
Accessibility Plan (2023-28)	Liane Barefoot	ACTIVE
Senior Friendly Hospital Plan (2019-23)	Stephanie Pearsall	ACTIVE

Reimagine Community Health		
Corporate Plan	Plan Owner	Status / Approval Date
Ontario Health Team Plan (2022-25)	Patrick Gaskin and Kristina Eliashevsky	ACTIVE
Innovation Plan	Mari Iromoto	NET NEW
Digital Health (includes HIS) Plan	Rob Howe	March 2024
Operational Excellence Plan	Kyle Leslie	March 2024
Environmental Sustainability Guide	Rob Howe	March 2024

Quality & Patient Safety Plan

Corporate Plan Owner: Liane Barefoot; Director, Patient Experience, Quality, Risk, Privacy & IPAC

Vision: CMH provides safe, reliable care that is informed by best practices.

5-Year Success Goal: Strong culture of continuous quality improvement built on a fair and just culture.

Priority Themes:

1. Just Culture
2. Robust Processes & Frameworks
3. Medication Safety
4. Safe Transitions

Success Metrics:

- Implement Closed Loop Medication Management System
- Maintain Exemplary Standing with Accreditation Canada (2023, 2027)
- Measurement of Patient Safety Culture at CMH (Canadian Patient Safety Culture Survey)



Quality & Patient Safety Plan Themes

Priority Themes

- 1 Just Culture** Fully adopting and formalizing Just Culture principles.
- 2 Robust Processes & Frameworks** Review, update and standardize quality and patient safety processes and frameworks.
- 3 Medication Safety** Implementing standardized, safe and comprehensive medication practices throughout all stages of the medication management process, supported by best practices and state of the art technology and equipment.
- 4 Safe Transitions** Integrated communication and coordination among patients, families, the hospital team and community partners at care transitions.

1. Just Culture

Priority Theme:

Fully adopting and formalizing Just Culture principles

Supporting Explanation:

Creating an atmosphere of trust and shared accountability, where healthcare workers feel supported to identify and report potential and actual safety incidents to reinforce learning and in the spirit of continuous improvement.

Tactic Ideas:

1. Build Awareness and Integrate Principles of Just Culture into Regular Practices
2. Foster Environment for Reporting Near Miss and No Harm Patient Safety Incidents
3. Develop Communication Strategy to Disseminate Learnings from Patient Safety Incidents
4. Increase Transparency in Incident Reporting and Review Processes.
5. Integrate Equity and Inclusion into Incident Reviews
6. Develop Patient Safety Education Curriculum

Aligned Corporate Plans

Diversity,
Equity and
Inclusion
Plan



Employee &
Physician
Engagement
Plan

*Joy in Work - psychological safety

2. Robust Processes & Frameworks

Priority Theme:

Review, update and standardize quality and patient safety processes and frameworks.

Supporting Explanation:

Standardized roles, and accountabilities of individuals and committees, including the cascading of information aligned to an updated quality and patient safety framework.

Tactic Ideas:

1. Standardize Roles and Responsibilities in Incident Management
2. Enhance Disclosure of Harm Processes
3. Evaluate Existing Quality Framework
4. Build Organizational Capacity for Quality Improvement
5. Evaluate Use of Data to Facilitate Quality Improvement, Supporting Best Practices.
6. Standardize Best Practice Committees

Aligned Corporate Plans

Patient
Experience
Plan



Operational
Excellence
Plan

3. Medication Safety

Aligned Corporate Plans

Patient
Experience
Plan



Digital
Health
Plan

Priority Theme:

Implementing standardized, safe and comprehensive medication practices throughout all stages of the medication management process, supported by best practices and state of the art technology and equipment.

Supporting Explanation:

Medication is the primary intervention in the treatment and prevention of disease and the risk of errors can occur at any and all stages, from procurement to patient administration. Implementing and/or optimizing a system that supports safe medication practices is an organizational priority.

Tactic Ideas:

1. Implement Closed Loop Medication Management, as part of the new Health Information System (HIS)
2. Advance Goal of Full Compliance with the Ontario College of Pharmacists (OCP) and the National Association of Pharmacy Regulatory Authorities (NAPRA) Standards of Practice
3. Establish Infrastructure for Order Set Oversight to Maintain/Support Computerized provider order entry (CPOE)
4. Optimize Narcotic Safety Practices and Explore Opportunities for Opioid Stewardship Program
5. Enhance Patient Education and Medication Counselling Practices at Discharge
6. Introduce State of the Art Pharmacy Equipment/Technology

4. Safe Transitions

Priority Theme:

Integrated communication and coordination among patients, families, the hospital team and community partners at care transitions.

Supporting Explanation:

Transitions (in, out, and within CMH) inherently carry risk and require standardization, supporting documentation, rigor in processes and engaging patients as true partners.

Tactic Ideas:

1. Optimize Transition Processes as part of the new Health Information System.
2. Standardize processes for Patient-oriented Education
3. Enable Ease of Access to Personal Health Information
4. Develop Innovative Linkages to Community Partners

Aligned Corporate Plans

Patient
Experience
Plan



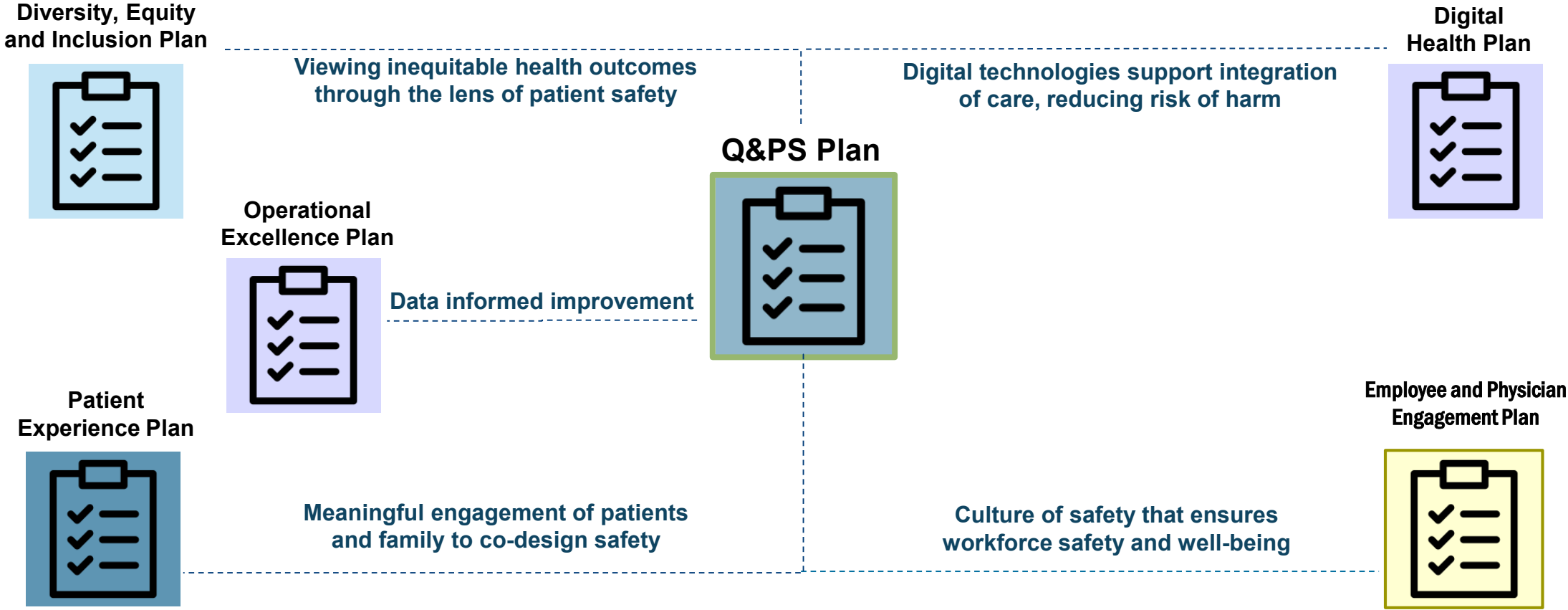
Diversity,
Equity and
Inclusion
Plan



Digital
Health
Plan

Aligning the Quality & Patient Safety Plan

To achieve the vision of health care that is safe, reliable, and free from harm, collective and coordinated action is necessary



Feedback & Suggestions

- Thoughts on the 4 themes?
- Tactics to meet the themes?
- General feedback



Q&PS Plan incorporates evolving patient safety best practices from the following organizations:

