

## MANITOBA INSTITUTE FOR PATIENT SAFETY

### INSIDE

IT'S SAFE TO ASK 1, 5

ACCOMPLISHMENTS 3

FUTURE DIRECTIONS 4

MEMBERS 6

THE BOARD 6

## It's Safe to Ask Launched January 9, 2007:

### AN INITIATIVE TO IMPROVE HEALTH LITERACY IN MANITOBA

Asking questions is good for your health. The Manitoba Institute for Patient Safety (MIPS) reinforced that point as it launched **It's Safe to Ask**, a new province-wide public awareness campaign to help improve the safety of health care in Manitoba.

**It's Safe to Ask** encourages all Manitobans, along with their doctors, nurses and pharmacists, to discuss three simple questions:

1. What is my health problem?
2. What do I need to do?
3. Why do I need to do this?

Although frequently overlooked, low health literacy is a serious threat to patient safety, promoting misunderstandings, miscommunication, healthcare mistakes, increased hospital admissions, longer



Agnes Gborie speaking at **It's Safe to Ask** launch January 9, 2007

hospitalizations, poor health outcomes and higher healthcare costs.

Patients in particular groups – seniors, Aboriginal Canadians, people with low literacy, those who speak English as an additional language, and new Canadians – often describe feeling as if they have no voice. They feel intimidated about asking questions.

*(continued on page 5)*



MANITOBA INSTITUTE  
FOR PATIENT SAFETY

# OUR MISSION

To promote patient safety and quality health care for Manitobans

# 0607

## Major Accomplishments

This fiscal year, members of MIPS made more than 50 presentations and displayed at 14 exhibits across Manitoba and at major patient safety conferences and events across North America.

**MIPS is committed to supporting research initiatives that can yield greater knowledge, understanding and information on methods and procedures that can improve patient safety.**

- We selected a project proposal that has been submitted for the Canadian Patient Safety Institute (CPSI) 2007/2008 Patient Safety Studentship
- We selected the College of Registered Nurses of Manitoba to receive our annual Dr. John Wade Research Award for *Napping During Night Shift: Practices, Preferences, and Perceptions of Critical Care Nurses* (see left).
- We sent out over 6,000 Culture of Safety Surveys to direct care staff in acute and community settings across three Manitoba Regional Health Authorities.
- We are a partner in an exciting research initiative with the Canadian Association of Paediatric Health Centres in their project *“Reducing Harm in Paediatric Care: Learning About Adverse Events and Near Misses Using a Validated Canadian Paediatric Trigger Tool”*.
- The Faculty of Nursing (University of Manitoba) project *“Researching Patient Safety from an Education-Systems Perspective”*, partially funded by MIPS, is near completion.



CRNM President Sheila Dresen RN PhD (far right) presents the Dr. John Wade Research Award cheque to (L to R) Dr. Marie Edwards RN PhD, Dr. Wendy M. Fallis RN PhD, and Dr. Diana E. McMillan



Catheryn Martens, facilitating the Critical Incident Investigation workshop in Thompson, Manitoba.

- MIPS partially funds and is on the research team for the Canadian Patient Safety Institute funded project *“Patient Safety and Transition to Day Hospital”* which focuses on patient safety and the elderly.

**MIPS is committed to creating and supporting initiatives that provide educational opportunities on patient safety matters for healthcare providers:**

- We chaired a multi-organizational committee and co-hosted the Provincial Patient Safety Conference, *Leading Us to Excellence*.
- We supported of the webcast of Halifax 6: The Canadian Patient Safety Symposium and organized a satellite broadcast of the Institute for Healthcare Improvement’s Annual Quality Forum from Miami Florida.

# OUR VISION

## To be a leader among organizations in Manitoba and Canada in support of safe, quality health care

- 170 health care providers from across most Regional Health Authorities outside of Winnipeg participated in MIPS/ Manitoba Health sponsored workshops on Critical Incident Investigations.

**MIPS is committed to providing support and greater awareness for initiatives and practices that can bring higher levels of patient safety**

- Through *Safer Healthcare Now!* 46 healthcare teams are applying best practices at the bedside, including prevention of adverse drug events, prevention of surgical site infection, appropriate care for acute myocardial infarction, implementation of rapid response teams, prevention of central line infections, and prevention of ventilator associated pneumonia.
- We joined Manitoba Health, the College of Physicians and Surgeons, and the Office of Continuing Medical Education at the Faculty of Medicine at the University of Manitoba to offer four physician workshops led by physician, Dr. Jose Francois.
- We coordinated Canadian Patient Safety Week in Manitoba.



- We promoted the use of our Speakers Bureau and undertook a major website revitalization

**MIPS is committed to providing more opportunities for more patients to have a voice in matters involving patient safety.** This year MIPS began recruiting for the MIPS Patient/Family Advisory Committee (M-PAC). Our goal is to provide a voice for patients and family members who have an interest in patient safety, experiences and opinions about provisions of healthcare, safety and the health care system – positive and negative. The newly formed M-PAC group will become active in 2007-2008. Watch the website for more details on their activities!

## THE MANITOBA INSTITUTE FOR PATIENT SAFETY BEGAN BUILDING A NETWORK OF PARTNERS ACROSS MANITOBA AND CANADA

College of Physicians and Surgeons of Manitoba  
Manitoba Medical Association  
College of Registered Nurses of Manitoba  
Manitoba Pharmaceutical Association

Winnipeg Regional Health Authority  
Winnipeg School Division #1  
Manitoba Society of Seniors  
Regional Health Authorities of Manitoba  
St. Boniface General Hospital

First Nations & Inuit Health Branch  
Literacy Partners of Manitoba  
Mental Health Literacy Network  
Manitoba Health  
Klinik Community Health Centre  
Prescription Information Services of Manitoba (PrISM)

Canadian College of Health Service Executives  
University of Manitoba, Faculty of Medicine, Continuing Medical Education  
York University  
Canadian Patient Safety Institute

Manitoba Society of Pharmacists  
AstraZeneca  
The Winnipeg Foundation  
Community and Hospital Infection Control Association  
Canadian Council on Health Services Accreditation

## STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2007

REVENUES:	2007	2006
Province of Manitoba	\$ 583,900	\$ 518,800
Health Canada	–	24,878
Partnership project	26,810	–
Canadian Patient Safety Institute	10,000	5,000
Memberships	5,700	4,100
Interest	905	–
	<b>627,315</b>	<b>552,778</b>
<b>EXPENSES:</b>		
Salaries	237,516	147,285
Office operating	95,568	90,225
Board and Governance	67,231	50,357
Mandate operating	212,325	130,607
Moving and renovation	–	7,412
Amortization	10,400	5,100
	<b>623,040</b>	<b>430,986</b>
<b>DIFFERENCE BETWEEN REVENUES AND EXPENSES</b>	<b>\$ 4,275</b>	<b>\$ 121,792</b>



## AVAILABLE FOR LOAN FROM MIPS – CALL 927-6477

### DVDs – selected

The World Alliance for Patient Safety - "Patient Safety: Patient Voices" (2007)

The Agency for Healthcare Research and Quality – "Advances in Patient Safety: From Research to Implementation" (Volumes 1 – 4) (2005)

Joint Commission Resources – "Preventing Fatalities: Effective Critical Communication Handoffs" (2005, audio)

CPSI with Medbuy Corporation and the Canadian Association of Paediatric Health Centres - "Patient Safety in Canada" (2006)

Joint Commission Journal on Quality and Patient Safety – "Innovations in Medication Safety" (2006)

### Books – selected

Morath, J. and Turnbull, J. (2005) *To Do No Harm* John Wiley and Sons Inc.

McGreevey, M (ed) (2006) *Patients as Partners* Joint Commission Resources.  
 \_\_\_\_\_ (2001) *Preventing Medication Errors: Strategies for Pharmacists*  
 Joint Commission Resources.

Frankel, Allan (ed) (2006) *Strategies for Building a Hospitalwide Culture of Safety* Joint Commission Journal on Quality and Patient Safety Book.

\_\_\_\_\_ (2002) *Safe Medication Practices: A Resource for Physicians*  
 Canadian Medical Association.

# Future DIRECTIONS

The Manitoba Institute for Patient Safety and PrISM (Prescription Information Services of Manitoba) will begin a Dispensing Project, which addresses the provision of medication starter packs by nurses in regional health authorities.

We will initiate the creation of a Manitoba Patient Safety Activity Inventory.

Planning is well underway for the Provincial Patient Safety Conference Wednesday morning, November 21st at the Winnipeg Convention Centre. The Provincial Health Conference will immediately follow it. MIPS is working with partner organizations to sponsor a public forum associated with conference.

MIPS, along with partner organizations, is planning workshops on communication and patient safety for students and health care providers, with an internationally renowned expert, to occur the same week as the Provincial Patient Safety Conference.

The Canadian Patient Safety Symposium, Halifax 8, will take place in Winnipeg, Manitoba in October 2008.

The Manitoba Institute for Patient Safety is partnering with Regional Health Authorities of Manitoba (RHAM) to offer an exciting Event for Leaders for RHA Senior Management and Board Chairs to reflect on and learn about emerging trends in patient safety leadership.

The MIPS Patient and Family Advisory Committee will meet in early 2007/2008 as an advisory committee to the Board. Call 927-6477 if you would like to be involved.

MIPS plans to work with the Community and Hospital Infection Control Association (CHICA) to better promote infection control.

MIPS is working with Partner Organizations, the Winnipeg Regional Health Authority and the Manitoba Pharmaceutical Association to explore creative ways to discourage the use of common abbreviations as a way to prevent medical errors.

# IT'S SAFE TO ASK

TOOLS ARE AVAILABLE AT [WWW.SAFETOASK.CA](http://WWW.SAFETOASK.CA)

(continued from page 1)

Brochures give patients the opportunity to record their health status, additional questions and information received from their health provider. Posters in health settings remind the public that **It's Safe to Ask**. These patient tools are available in 15 languages to assist people with their healthcare visits: Amharic, Arabic, Chinese, Cree, English, Eritrean, French, German, Korean, Oji-cree, Ojibway, Punjabi, Russian, Spanish, Tagalog. Information is presented at a Grade 4 reading level.

A public awareness campaign was launched with a news conference. It included posters, brochures, billboards in five rural centres

(Selkirk, Portage la Prairie, The Pas, Brandon, Dauphin) and in Winnipeg, transit signage, radio commercials in 6 languages (English, French, Tagalog, Punjabi, Mandarin, German), and advertisements in 30 newspapers across the province. A dedicated website, [www.safetoask.ca](http://www.safetoask.ca), received over 70,000 hits in its first three months. In advance of the launch, educational material was provided to nearly 24,000 nurses, physicians, pharmacists and other healthcare providers across Manitoba.

By March 2007, the initiative had been spread into over 65 sites including community health programs, medical clinics, hospital units, nursing stations, Manitoba's Regional Health Authorities, and Winnipeg School Division #1.

Phase Two planning is underway for **It's Safe To Ask**. The creation of a tool for people to use to list their medications and carry with them for convenient, accurate reference in health settings and in times of emergency is being considered.

MIPS wishes to thank AstraZeneca, The Winnipeg Foundation, the Canadian Patient Safety Institute, the First Nations & Inuit Health Branch (Health Canada), and the College of Physicians and Surgeons of Manitoba for the funding assistance provided in 2006-2007.



Bus ads were seen throughout Winnipeg for several weeks following the launch of Its Safe to Ask.

## It's Safe to Ask

Ask your doctor, nurse or pharmacist...

- 1 What is my health problem?
- 2 What do I need to do?
- 3 Why do I need to do this?

Brochure – available in 15 languages

## It's Safe to Ask



Ask your doctor, nurse or pharmacist...

- 1 What is my health problem?
- 2 What do I need to do?
- 3 Why do I need to do this?

 MANTOIRA INSTITUTE FOR PATIENT SAFETY  
[www.safetoask.ca](http://www.safetoask.ca)

Posters – 7 versions  
English/French,  
1 in 15 languages

The Manitoba Institute for Patient Safety (MIPS) is an independent non-profit organization created in 2004 in response to recommendations made by the Manitoba Patient Safety Steering Committee. The Institute is incorporated under The Corporations Act and is now a registered charity. Core funding is received from a provincial government grant to cover operational costs. The Institute also partners with other organizations on projects of mutual interest and benefit.

The Institute is under the direction of a board of 12 directors. The Minister of Health appoints five. The members of MIPS elect seven.

# THE MANITOBA INSTITUTE FOR PATIENT SAFETY CONTINUED TO RECRUIT NEW MEMBER ORGANIZATIONS IN 2006-2007.

Membership applications are available on the MIPS website [www.mbips.ca/membership.html](http://www.mbips.ca/membership.html). The Board of Directors encourages organizations wishing to work with MIPS to apply.

## CURRENT MEMBERS

Arthritis Society of Manitoba  
 CancerCare Manitoba  
 College of Licensed Practical Nurses of Manitoba  
 College of Physicians and Surgeons of Manitoba \*  
 College of Registered Nurses of Manitoba \*  
 College of Registered Psychiatric Nurses of Manitoba  
 Concordia Hospital  
 Faculty of Medicine, University of Manitoba  
 Faculty of Nursing, University of Manitoba  
 Faculty of Pharmacy, University of Manitoba  
 Grace General Hospital  
 Long Term Care Association of Manitoba

Manitoba Centre for Health Policy  
 Manitoba Chiropractors' Association  
 Manitoba College of Family Physicians  
 Manitoba Dental Association  
 Manitoba Health \*  
 Manitoba Pharmaceutical Association \*  
 Manitoba Society of Medical Laboratory Technologists  
 Northern Medical Unit, University of Manitoba  
 Nursing Department, Red River College  
 Paramedic Association of Manitoba  
 Regional Health Authorities of Manitoba \*  
 School of Medical Rehabilitation, Faculty of Medicine, University of Manitoba  
 Seven Oaks General Hospital  
 St. Boniface General Hospital \*  
 Victoria General Hospital  
 Winnipeg Regional Health Authority \*  
 \* denotes Premier Member



## BOARD OF DIRECTORS

BACK ROW L-R

**Dr. Brent Kvern**, *Chair, Research Committee*

**Dr. Rob Robson**

**Mr. Ronald Guse**, *Chair, Membership Committee*

**Dr. Mark Taylor**

**Mrs. Kim Poppel**, *Chair, Patient/Family Advisory Committee*

**Mr. Rene Comte**, *Vice-Chair*

**Mr. Reg Toews**

FRONT ROW L-R

**Ms. Sue Neilson**, *RN, Chair, Audit Committee*

**Dr. Paul Thomas**, *Chair*

**Ms. Joan Blakely**, *RN, Chair, Finance Committee*

*Missing: Dr. Catherine Cook, Mr. John Stinson*

# 0607

## STAFF

**Ms. Jan Byrd**, *Analyst*

**Ms. Juliet Cummins**, *Administrative Officer*

**Ms. Laurie A. Thompson**, *Executive Director*



(L-R) Juliet, Laurie, Jan



**MANITOBA INSTITUTE  
 FOR PATIENT SAFETY**

1720-330 Portage Avenue Winnipeg, Manitoba R3C 0C4  
 Phone: 204.927.6477 ■ Fax: 204.779.6477  
 Email: [admin@mbips.ca](mailto:admin@mbips.ca) ■ Website: [www.mbips.ca](http://www.mbips.ca)

The Manitoba Institute for Patient Safety is a registered charity. Individuals and organizations that would like to donate to the Manitoba Institute for Patient Safety may call (204) 927-6477 for information and forms. This summarized version of the Manitoba Institute of Patient Safety's annual report was printed on May 30, 2007. A full version of the document, including the Audited Financial Statement, is available on [www.mbips.ca](http://www.mbips.ca).