

MANITOBA INSTITUTE FOR PATIENT SAFETY

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Giving Patients, Families and Advocates a Stronger Voice in Healthcare

Initiatives giving patients, families and advocates a stronger voice in healthcare were front and centre at the Manitoba Institute of Patient Safety in the 2007-2008 fiscal year.

Patients and their families deserve to be heard. MIPS' Patient Advisory Committee (MPAC), launched in January 2007, is a place where patients and family members interested in patient safety can make their views, experiences and concerns known and have a role in many of the Institute's initiatives. The committee offers advice to the board of directors on its objectives, strategic directions and priorities. It also develops its own projects and long-term strategies for patient and family involvement in Manitoba's healthcare system.

In this fiscal year, the committee's goals were to:

- promote the Institute's health literacy initiative, **It's Safe to Ask**;
- compile tips on healthcare topics to inform the public of ways to improve their healthcare experience and understand their rights; and
- foster better access to personal health information for patients and patient advocates.



MIPS Patient Advisory Committee
(FRONT ROW L-R) Kim Poppel, Ronald Black, Marilyn Hendzel (BACK ROW L-R) Marj Heinrichs, Robyn Reynolds, Sylvia Boudreau, Susan Van Koughnet, Linda Ganske, Blake Taylor

By the close of the fiscal year, MPAC was working on resources for the public to provide healthcare tips, encourage communication, promote a better understanding of their rights and teach them how to advocate for their own or someone else's healthcare.

On October 2, 2007, more than 450 students in Medicine and Medical Rehabilitation participated in the inaugural **Interprofessional Grand Rounds**. Students

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John Lewis signing the book "Beware The Grieving Warrior" for Kim Poppel (STANDING LEFT) Chair, Patient Advisory Committee



(continued from page 1)

learned about The Story of Jim: What Went Wrong and Why. Jim Hume died in July 2001, and his wife Gail gave a powerful portrayal of the family experience during his last days in hospital. She then asked questions of three panelists to highlight key points for learning and improvement. Kaaren Neufeld, Chief Quality Officer at Winnipeg Regional Health Authority, touched on systems issues such as coordination of beds and points of fragmentation of care. Dr. Rob Robson, Chief Patient Safety Officer at WRHA, highlighted human factors that affected what took place during Jim's hospitalization. Dr. Alan Katz, Jim's family physician, shared his thoughts on what could have been different in Jim and Gail's hospital experience to improve communication and attention to Gail's concerns.

In October, the Patient Advisory Committee chair Kim Poppel hosted the Manitoba launch of the Canadian Patient Safety Week in Brandon. That special week's theme—**Patient Safety, Be Involved: Ask! Talk! Listen!**—was of particular interest to the committee because it endorses the message that “healthcare is a team effort between patients and all caregivers” and that “the best decisions are made together.”

Partnering with patients and families—not only involving them in decisions about their care, but also gaining the benefit of their help and insights to better plan and deliver care—leads to better outcomes and increased satisfaction for patients and healthcare providers. The result is commonly referred to as patient- and family-centered care. Core concepts of **patient- and family-centered care** are most often described as dignity and respect, information sharing, trust, participation and collaboration.

While individuals' needs vary, generally patients and families want:

- open, ample, meaningful communication and dialogue with caregivers;
- meaningful participation in the healthcare team planning care;
- respect, compassion and dignity;
- assurance that healthcare providers will listen to them when they ask questions or have suggestions or concerns;

- the truth about their healthcare situation;
- useful, current information shared with them;
- access to medical records when they request it;
- emotional as well as physical support from healthcare providers; and
- recognition by providers that patients and families are going through a difficult, emotional and stressful time.

Many of these elements were very evident at the public forum, **We Grieve, We Listen, We Learn**, held November 21, 2007, as part of the annual Provincial Patient Safety Conference. It was one of the first times in Canada that the public was invited to share publicly their thoughts and experiences in using our healthcare system with healthcare providers. Over 200 people took part and their positive feedback and comments on the forum suggest that it was an emotional and meaningful experience for many who attended.

At the forum, John Lewis, co-author of the groundbreaking book, *Beware the Grieving Warrior*, gave a detailed account of how the healthcare system and the professionals who work in it failed both his daughter and her family. His daughter's death motivated him to become a fierce advocate for the disclosure of adverse events. MPAC members also had the opportunity to meet with John to talk about their committee's plans.

Knowledge is critical to safe healthcare. To be well informed, patients need to ask questions. They also need assurance that their questions will be handled with respect and answered in a manner that leads to understanding. This year as part of Phase Two of its health literacy initiative **It's Safe To Ask**, the Institute distributed posters and other brochures for display in healthcare settings to encourage questions and respectful answers. We want people to know when they see these posters that they are in a place where dialogue is encouraged by healthcare practitioners.

Phase Two builds on this important concept and focuses attention on medication safety. The **It's Safe To Ask Medication Card** will provide an up-to-date medication list for Manitobans.



Canadian Patient Safety Week launch October 5, 2007 attended by Canadian Patient Safety Institute CEO Phil Hassen (L-R) Bev Cumming, Phil Hassen, Kim Poppel, Kristi Chorney, Laurie Thompson



Provincial Patient Safety Conference November, 2007. Discussion with speakers.

OUR MISSION

To promote patient safety and quality health care for Manitobans

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Major Accomplishments

This fiscal year, the Institute gave more than 20 presentations, sponsored speakers, meetings and events, and displayed 20 exhibits across Manitoba.

In addition to the initiatives outlined in this document's cover feature on **patient and family involvement in patient safety**, the Institute is committed to creating and supporting initiatives that provide **educational opportunities** on patient safety matters for healthcare providers.

- We chaired and co-hosted the Provincial Patient Safety Conference *Let's Talk about It* on the theme of communication and patient safety.
- We also helped facilitate workshops with Dr. Stavros Prineas, Dr. Jose Francois and Dr. Tunji Fatoye, as well as offering the webcast of *Halifax 7: The Canadian Patient Safety Symposium* and organized the satellite broadcast of the *Institute for Healthcare Improvement's Annual Quality Forum* from Miami, Florida.
- We helped coordinate the inaugural *Interprofessional Grand Rounds* for medical and medical rehabilitation students, which focused on a family's experience with an adverse event in patient care.



2007 Dr. John Wade Research Award presented to Susan Lessard-Friesen, Kyle MacNair, Shawn Bugden, representing the Premier member Manitoba Pharmaceutical Association

We Grieve, We Listen, We Learn – A Public Forum on Patient Safety, November 21, 2007



Gail Hume speaking at Grand Rounds October 2, 2007.

- We redesigned our website to make information on Institute activities more readily available and up-to-date.

The Institute is committed to **supporting research objectives** that can yield greater knowledge and understanding on methods and procedures that can improve patient safety.

- We collaborated with the Canadian Patient Safety Institute in awarding the first *Patient Safety Studentship* to a Manitoban, Elaine Burland, for her work on evaluating a personal care home fall-management program. A second project, by Justin Ling on medication reconciliation during discharge from a paediatric hospital, has been accepted for the 2008-2009 award.

OUR VISION

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

- We once again sent out *Culture of Safety Surveys* to regional health authorities and healthcare facilities, bringing to 15,000 the number of surveys distributed since 2005.
- We are a partner in a study that will generate a tool and supporting materials that can be used to *evaluate the burden of harm and risk in children hospitalized in Canada*.
- We are a partner in a study of *patient safety and transition to day hospital*.

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

- We awarded the *Leading Us to Excellence Award 2007* to Guy Landry for his innovative project in identifying a missing component of electric beds that might cause serious injury if not corrected.
- We created the *Manitoba Patient Safety Activity Inventory*.
- As part of National Infection Control Week, we helped the Community and Hospital Infection Control Association (CHICA), Manitoba Chapter launch a *provincial campaign*.



Canadian Patient Safety Week, October 2007
(L-R) Peggy Malone (Concordia Hospital), Linda Anderson (Concordia Hospital), Juliet Cummins (MIPS)

- We worked with partner organizations on a Collaborative Abbreviation Project, *Patient Safety is in YOUR Hand!* to eliminate the use of certain dangerous abbreviations, symbols, and dose designations in Manitoba that might lead to medical errors.

PARTNERS

The Manitoba Institute for Patient Safety continues to work with member organizations and partners in working toward our objectives. In addition to our Member organizations, partners include Boni-Vital Council for Seniors, First Nations and Inuit Health Branch, Literacy Partners of Manitoba, 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, Institute for Safe Medication Practices Canada, Industrial Alliance Insurance and Financial Services Inc., Health Insurance Reciprocal of Canada (HIROC), and Community and Hospital Infection Control Association. We look forward to continuing to work with these partners and new ones in the year ahead.

STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2008

REVENUES:	2008	2007
Province of Manitoba	\$ 595,600	\$ 583,900
Conference	31,267	–
Partnership project	4,500	26,810
Canadian Patient Safety Institute	8,500	10,000
Memberships	6,150	5,700
Grants and other income	23,035	–
Interest	2,455	905
	671,507	627,315
EXPENSES:		
Salaries	196,460	237,516
Office operating	98,926	95,568
Board and Governance	80,867	67,231
Mandate operating	231,663	212,325
Amortization	10,800	10,400
	618,716	623,040
DIFFERENCE BETWEEN REVENUES AND EXPENSES	\$ 52,791	4,275



AVAILABLE FOR LOAN FROM MIPS – CALL 927-6477

DVDs – selected

Canadian Patient Safety Institute, Multimedia Resource for Healthcare Professionals – “Delivering Patient Safety” (2007)
 The Canadian Healthcare Safety Symposium *Halifax 7* (2007)

Books – selected

Reinertsen, J., Schellekens, W. (2005) *10 Powerful Ideas for Improving Patient Care*. Health Administration Press
 Bisognano, M., Paul Plsek, P. (2005) *10 More Powerful Ideas for Improving Patient Care*. Health Administration Press
 Bisognano, M., Conway, J., and Schummers, D. *10 Powerful Ideas for Improving Patient Care, Book 3*. Health Administration Press with the Institute for Healthcare Improvement
 Bisognano, M., Conway, J., and Schummers, D. *10 Powerful Ideas for Improving Patient Care, Book 4*. Health Administration Press with the Institute for Healthcare Improvement
 Sandars, J., and Cook, G. (eds) (2007) *ABC Patient Safety*. Blackwell Publishing
 Hicock, L., and Lewis J. (2004) *Beware The Grieving Warrior*. ECW Press
 JCAHO (2006) *Disclosing Medical Errors: A Guide to an Effective Explanation and Apology*. Joint Commission Resources
 JCAHO (2006) *Engaging Physicians in Patient Safety: A Handbook for Leaders*. Joint Commission Resources
 Earp, J., French, E., Gilkey, M. (2008) *Patient Advocacy for Health Care Quality: Strategies for Achieving Patient-Centered Care*
 _____ (2006) *Patients as Partners: How to Involve Patients and Families in Their Own Care*. Joint Commission Resources

Future DIRECTIONS

The MIPS Research Committee is expanding and establishing a new process for the *Dr. John Wade Research Award*.

MIPS will select a proposal to submit for the *2009/2010 Canadian Patient Safety Institute Studentship award*.

MIPS will be very involved with the *Canadian Patient Safety Symposium, Halifax 8*, when it takes place in Winnipeg in October 2008.

MIPS is working with the Quality and Risk Management Network and Winnipeg Regional Health Authority on an *educational event* to share specific patient safety and quality improvement initiatives underway in Regional Health Authorities.

An Event for Leaders for RHA senior management and boards is planned for 2008.

MIPS will continue to work with the Community and Hospital Infection Control Association (CHICA) to promote *infection control*.

Patient Safety is in YOUR Hand! will include educational opportunities for all Regional Health Authorities, CancerCare Manitoba, and Selkirk Mental Health Centre on introducing the “Do Not Use” list of abbreviations as a practice change.

It’s Safe to Ask About Your Medications will be launched in June 2008.

MIPS will continue to promote *Canadian Patient Safety Week 2008*. The theme is “Knowledge is the Best Medicine: Act, Talk, Listen”

THE MANITOBA INSTITUTE FOR PATIENT SAFETY CONTINUED TO RECRUIT NEW MEMBER ORGANIZATIONS IN 2007-2008.

The board of directors encourages organizations wishing to work with MIPS to apply. Membership applications are available at www.mbips.ca/membership.html.

MEMBERS AS OF MARCH 31, 2008

The Arthritis Society of Manitoba/Nunavut Division
 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
 Diagnostic Services of Manitoba
 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
 Manitoba Speech and Hearing Association
 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

Mr. Reg Toews, Chair (from March, 2008)
Dr. Paul Thomas, Chair (to June 21, 2007)
Mr. Rene Comte, Vice-Chair (Chair June, 2007 to March, 2008)
Ms Sue Neilson, RN, Chair, Audit Committee
Ms Joan Blakley, RN, Chair, Finance Committee
Mr. Ronald Guse, Chair, Membership Committee
Mrs Kim Poppel, Chair, Patient Advisory Committee
Dr. Brent Kvern, Chair, Research Committee
Mr. Brian Bechtel (from June 21, 2007)
Ms Carol Green (from June 21, 2007)
Ms Wendy Peppel (from August 21, 2007)
Dr. Robert Robson
Dr. Catherine Cook (to April 2007)
Mr. John Stinson (to July 2007)
Dr. Mark Taylor (to June 2007)

BACK ROW (L-R) Brent, Rene, Reg, Brian, Ronald
 FRONT ROW (L-R) Carol, Kim, Wendy
 FAR RIGHT: Sue, Joan, Rob

STAFF

Ms. Dawn White, Consultant
Ms. Juliet Cummins, Administrative Officer
Ms. Laurie A. Thompson, Executive Director



(L-R) Dawn, Laurie, Juliet

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MANITOBA INSTITUTE FOR PATIENT SAFETY

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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 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. 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 June 5, 2008. A full version of the document, including the Audited Financial Statement, is available on www.mbips.ca.