

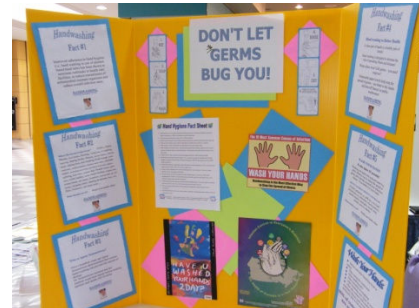


Canadian Patient Safety Week: Oct 31 – Nov 4, 2011 Manitoba Activities

Brandon Regional Health Authority

A community booth was hosted at the Brandon Shopper's Mall. Booth was run from November 3rd, 4th and 5th. Two 4th year BN nursing students helped staff the booth for the three days as part of their senior practicum for Community Nursing.

- Medication cards were available to hand out to the public. The public was helped to fill in the cards.
- Home falls checklist available for public to take home. This checklist was to improve the safety of their homes to prevent falls.
- Glo-germ was available for public to use. This showed how good, or not so good, the public is with hand washing. Instruction sheets on proper hand hygiene also available and hand sanitizer available to hand out to public.
- The laptop was set up to show power point presentations on falls and hand hygiene. Also, MIPS commercials were shown on a laptop.





Burntwood Regional Health Authority

The BRHA hosted a number of activities during Canadian Patient Safety Week to enhance the profile of Patient Safety amongst staff and the public. The activities included:

- Room of Horrors; a room set up to represent a patient room with multiple issues relating to patient safety and potential for adverse events.
- Patient Safety Awareness Night: public and staff invited to attend. The evening included:
 - Displays from numerous program areas highlighting patient safety initiatives that are currently in place in the BRHA
 - A presentation on patient safety emphasizing that everyone (patient, public, health care providers) has a role in patient safety
 - Video presentation; patient experience.
- Lunch and Learn re: The Second Victim; the impact on health care providers when a patient experiences an adverse event.
- Presentation/discussion with staff about Disclosure of Adverse Events to patients and families.





Central Regional Health Authority

For CPSW , we had a Hand Hygiene table set up at the RHA annual public meeting October 5, 2011 in Notre Dame de Lourdes. An Infection Prevention & Control Nurse and the Regional Patient Safety Coordinator interacted with the public. Prior to the meeting, “glitter bug glow germ” powder was sprinkled on door handles and the registration table and surfaces that the public would be touching. At the “hand hygiene” table we would ask them to see the “germs” on their hands “glow” as they placed their hands under a glow germ lamp. After washing their hands or using the hand sanitizer they would take another look at their hands under the lamp. The Patient Safety Coordinator applied glow germ lotion to her hands and would shake the hands of people coming to the table, introducing herself and welcoming them to the meeting. Then the discussion of hand hygiene would begin and they would see the simulated germs glow under the lamps. Many discussions took place around how easy it is to spread germs – just by shaking someone’s hand and touching door knobs, pens etc.

There were 60 -70 active participants.





Churchill Regional Health Authority

Canadian Patient Safety Week was celebrated October 31 to November 4 with various activities in Churchill RHA. The Safety Fair theme of “Learn to be Safe” from Manitoba Institute for Patient Safety was well attended by many of the members of the Community of Churchill.

Highlights of the Activities:

1. The EMS held an obstacle course for children and adults to stress the wearing of Safety Helmets when on any types of off road vehicles and bicycles.
2. Various public health safety displays stressing safety for all ages from: RCMP, Primary Care Clinic, In-patient unit, Pharmacy, Community Services.
The Dietician conducted a safe food demonstration skit that entertained the crowd.
3. School Children from Grades 2 and 3 and the Children’ Center submitted posters.
4. A ‘Bouncy Castle’ was well visited by the children.
5. Our CRHA Mascot ‘Polar Bear’; visited the health center and Fair much to the delights of all!

Our sincere appreciation for the great support we received from our generous Community Sponsors: Royal Canadian Legion, Home Hardware, Trading Post, Frontier School Division, MIPS

Thank you to all who gave of their time and energies to make Canadian Patient Safety Week a big success!





Interlake Regional Health Authority

Our theme was Patient Safety 911 and we utilized an Ambulance as part of a mobile patient safety initiative. Our Ambulance arrived in every town equipped with brochures such as, “It’s Safe to Ask” and “Becoming an Active Partner in Your Healthcare” as well as booklets such as, “Going to The Doctor”. People were also given MIPS' magnets that listed key Safety tips, pens, hand sanitizer and shopping bags.

Our team was also equipped with the, S.A.F.E Toolkit and had the opportunity to discuss the major components of the kit with community members and provide them with the information they were most interested in. In addition to the S.A.F.E Toolkit we were also able to encourage participants to ask questions of their healthcare providers, such as, “Have you washed your hands?” and “What medicine am I taking and how will it work, what should I expect and are there any side effects?” Participants were encouraged to talk to their healthcare providers, give a complete medical history, and be open regarding any allergies. As well, as listen to healthcare providers and take notes to help remember or bring a friend.

Our crew gave away over 200 E.R.I.K. (emergency response information kits) and helped people fill them out as well as update peoples existing E.R.I.K’s. We were able to provide firsthand information about what happens when you call 911 and what information is lifesaving in an emergency. Participants were also given the opportunity to view the ambulance and see inside.

Our week began in Ashern and Eriksdale, on Monday, Arborg and Fisherbranch on Tuesday, Gimli on Wednesday and Tuelon and Stonewall on Thursday. We visited the local hospitals and personal care homes as well as any assisted living and 55+ centers, seniors and women’s resource centers, clinics, recreation centers and grocery stores. We were able to target a large volume of people in a variety.





NOR-MAN Regional Health Authority

Booths were set up in the new clinic, and the local pharmacy. The following activities occurred aimed at the community:

- A pharmacist discussed medication cards and helped people fill out the cards.
- Physiotherapist talked about fall management
- Tip sheets were handed out
- Hand Hygiene demonstrations took place
- Discussions on *Ask, Talk, Listen* initiative and the *Self-Advocacy For Everyone (SAFE)* Toolkit topics such as how to ask your providers questions, how to advocate for your health care and patient' rights took place

During the week, children in pre-kindergarten through 6th grade were educated with demonstrations on handwashing. The children learned that germs and bacteria couldn't be seen by the human eye. A demonstration using a glow box was done.

There were approved radio PSAs that aired and articles were featured in the local newspaper. The Manitoba Institute for Patient Safety *Learn to be Safe 5* animated videos were shown on local TV. Canada's Virtual Forum on Patient Safety and Quality Improvement, hosted by CPSI, was viewed by healthcare providers. We promoted, coordinated and facilitated activities that had a positive impact on patient safety to the NRHA staff. There were also safety briefings with all the staff.





North Eastman Health

“Call to Action” funding produced the North Eastman Health Association Inc. pamphlet for the Long term Care Program.

The pamphlet YOUR Safety...our PRIORITY highlights the safety initiatives that are currently taking place in the 5 NEHA Personal Care Homes.

Evening Resident family focus groups were conducted at each of the 5 NEHA personal care homes to discuss the issues of resident safety.

There was thoughtful discussion around the safety features highlighted in the pamphlet. Family members posed questions which gave the LTC leadership staff an opportunity to explain the details around each of the topic areas. The consensus from those attending the meetings was one of comfort that their loved ones were being cared for in a very safe and secure environment.

The safety initiatives are also being discussed at the resident council meetings to ensure that all residents, who wish to participate, have an opportunity for input into their personal safety.

The pamphlets have also been added to our admission welcome booklet and folder of information which is mailed out to all clients who are awaiting admission to a NEHA PCH. In May of each year we host a pre-admission information evening for all clients on the waiting list as well as their family members. At this time we highlight important information such as the safety initiatives which are an integral part of the Long Term Care Program.

The YOUR Safety...our PRIORITY pamphlets are also included in our pamphlet racks at the facilities.





Parkland Regional Health Authority

On Wednesday, November 2, 2011 Lunch & Learn at the Senior Centre helped bring attention to “Patient Safety Week”. The afternoon began with a free lunch prepared by volunteers at the Senior Centre and was followed by an afternoon of “Learn” which was presented in two parts.

The first part was “Patient Safety”. This portion of the day taught us the importance of Hand-washing, bringing a list of your medication with you to Emergency/Walk-in Clinic, controlling contagious diseases, etc. Seniors participated in a demonstration of correct hand-washing. Maggie Campbell and Carol Schnittjer were facilitators in this interactive presentation for approximately 45 minutes. The second part of the afternoon, lasting approximately the same length of time, was focused on what happens when you call 9-11. Facilitators were Arlene Rehaluk and Tammy Rehaluk. We learned about the behind-the-scene action along with the most important things EMS would like us to know regarding the use of this service; knowing your official rural road number, complete the ERIK/MIPs card and have it on your refrigerator, etc. (An Ambulance was on site to allow seniors to see what it is like inside, ask questions, etc. when they are not in “crisis”.) This too was a presentation allowing questions from the seniors.

From the feed back received from the people in attendance both topics of this program were excellent and worthy of repeating in the future. Participants found the information easy to understand and feel they would adopt some of the recommendations made into their lives. A total of 72 people attended, although 75 did sign up. Six volunteers prepared the lunch, cleaned up, etc. Only one participant needed transportation which was provided by a volunteer.

I consider this Lunch & Learn program a success in every aspect and would like to revisit these topics again some time in the future. All presenters did an excellent job, there were good questions from the people in attendance and very good feed-back afterwards.

On behalf of the Dauphin Multi Purpose Senior Centre I would like to thank Brain Dolhun for bringing Patient Safety Week to our attention and for his assistance in organizing this event, the PRHA for funding it and the presenters for their great job in imparting truth to our seniors who in turn will take it out into our community.





SouthEast Health Authority

This year South Eastman Health/Santé Sud-Est main focus for 2011 was to continue promoting the “It’s Safe to Ask Med. Card”. The venue chosen to best engage the public was through our local flu clinics held at the Clearspring Mall prior to and during Patient Safety Week. Post immunization of the flu vaccine requires a 15 minute wait time as a preventative safety measure in case there is an adverse reaction. This wait time provided a window of opportunity to educate and engage the public on the importance of carrying a medication card on them at all times. Following the education discussion a medication card was then provided along with a handout on safety tips and a ballot for a chance to win a prize. A total of 970 cards were distributed. No matter how big or small the project all of the patient safety champions involved were inspired by knowing that they made a difference in someone’s life. Thanks to our champions! (Patient Safety Officer, Manager of Quality and Corporate Planning, Regional Staff Development (LTC) Coordinator, Community Coordinator, volunteer nursing students from Red River Community College (RRCC) and the Université de Saint- Boniface).

