

## MANITOBA INSTITUTE FOR PATIENT SAFETY



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## It's Safe to Ask Medication Card – helping to improve patient safety!

This year the Manitoba Institute for Patient Safety's educational initiative to improve health literacy, **It's Safe to Ask (ISTA)**, was expanded. Phase 2 extends the concept of communication between providers, patients and their families and advocates by promoting more patient involvement and interaction about any and all medications patients are taking.

The theme of the initiative is "**Know and Show**". It encourages Manitobans to ask questions and gain knowledge about their medications, to document them on a medication card and **show** that card to health providers. This helps reconcile medications at medical appointments and in times of emergencies.

The Institute partnered with the Manitoba Pharmaceutical Association, the Manitoba Society of Pharmacists, the Winnipeg Regional Health Authority and Boni-Vital Council for Seniors to produce the medication card. Sponsors include Manitoba Health (Platinum Sponsor), the



Med Card launch June 2, 2008 L-R Dr. Brent Kvern, Karen Irvine, Beatrice Patton, Kerri Irvin-Ross, and Laurie Thompson

Canadian Patient Safety Institute, and Industrial Alliance Insurance and Financial Services Inc. The card is also designed to fold into the pre-existing Emergency Response Information Kits (E.R.I.K.) which are already made available to seniors and others as a tool to provide important information in emergency situations.



Winnipeg Transit Advertisement



# OUR MISSION

To promote patient safety and quality healthcare for Manitobans

## Major Accomplishments

# 0809

The Institute is pleased to present highlights of the projects we have undertaken during the fiscal year ending March 31, 2009.

Board and staff of the Manitoba Institute for Patient Safety were involved in sponsoring, making presentations, displaying exhibits, providing input at, organizing and attending many **public events, telehealth/teleconferences, meetings and conferences.**

**To improved interaction for patients, families and citizens**, in addition to the *ISTA Medication Card* initiative outlined in this document's cover feature, the *Manitoba Institute for Patient Safety – Patient Advisory Committee (M-PAC)* was active.

- Developed a literature review as background to identifying future Institute activities on patient and family advocacy work in communities
- Based on the literature review, developed an outline of key points for educating the public and healthcare providers on patient safety issues in the community, providing a patient safety voice for the public, and collaborating on patient safety activities in communities
- Presented their advocacy work at the 2008 Annual General Meeting, which culminated in board approval to move ahead with a community project entitled *Patient Advocacy in the Community (PAC)*, and
- Developed a *Patient Advocate Form*, posted to the Institute website.



Launch of "Patient Safety is in YOUR Hand!" L-R Bonnie Frith, Ronald Guse, Susan Neilson, Robert Robson, Laurie Thompson



Minister Oswald bringing greetings at the Canadian Healthcare Safety Symposium

**To promote and facilitate the adoption of patient safety knowledge and procedures**, on May 22, 2008, the Institute launched "*Patient Safety is in YOUR Hand*" with the Manitoba Pharmaceutical Association and the Winnipeg Regional Health Authority. The initiative promotes clear communication of medication prescriptions. It promotes the elimination of the use of ambiguous medical notations in all documentation as they can seriously harm patients or cause death if they are misread or misinterpreted. The initiative is also endorsed by the College of Registered Nurses of Manitoba, the College of Registered Psychiatric Nurses of Manitoba and the Institute for Safe Medication Practices Canada. Sponsors include the Regional Health Authorities of Manitoba and the Healthcare Insurance Reciprocal of Canada (HIROC).

# OUR VISION

## To be a leader in achieving safe, quality healthcare for all Manitobans

The Institute continues to support the Community and Hospital Infection Control Association (CHICA) Manitoba Chapter's Infection Control Week "Clean it Up: Stop the spread of Antibiotic Resistant Organisms and the grassroots patient safety initiative, *Safer Healthcare Now!* (SHN). There are 76 SHN teams in the province.

Institute executive director Laurie Thompson co-chaired the *Canadian Healthcare Safety Symposium* when it came to Winnipeg for the first time in October 2008. More than 40 presenters and 500 healthcare, patient safety and legal professionals from across Canada and the world gathered for the world-renowned symposium. The theme for 2008 was Healthcare and the Law.

The Institute participated in a one-day Manitoba consultation on the *Canadian Adverse Events Reporting and Learning System* held in Winnipeg on February 3, 2009. On March 6, 2009, representatives from all regional health authorities, including CEOs, and quality and patient safety managers and staff gathered to participate in the Institute's forum on critical incident reviews.

The Institute's *Dr. John Wade Research Award* for 2008 was awarded to the Winnipeg Regional Health Authority for the project *Assessment of the Distribution of Critical Incident Learning Summaries*. Newly announced – Manitoba Blue Cross will provide \$22,500 over three years, allowing the Institute to triple the value of this annual award from \$2,500 to \$7,500.

The Institute created *two new seed research grants* for \$2750 which will be awarded in 2009 and are open to all members of the Institute.

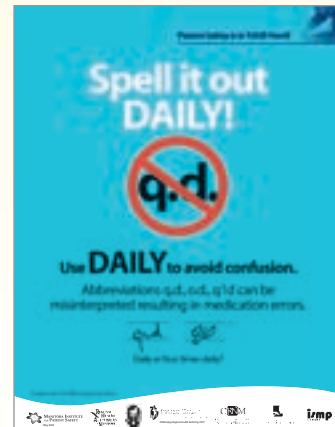
**To increase the awareness, understanding and commitment to patient safety at the leadership level**, the Institute launched "Taking it From the Top – Governance and Leadership Engagement in Quality and Patient Safety", at a gathering of 75 Manitoba healthcare leaders on November 20, 2008. The Institute, Regional Health Authorities of Manitoba (RHAM), the Manitoba Chapter of the Canadian Council of Health Services Executives (CCHSE), the Healthcare Insurance Reciprocal of Canada (HIROC) and Manitoba Health & Health Living as well as CEO and regional health authority board representatives continued their work on this leadership initiative. A survey was sent, inviting all regional health authority CEOs and board chairs to provide their experiential perspective on challenges, potential approaches and priorities for action.

*The Institute/Canadian Patient Safety Institute Patient Safety Studentship* for 2008/2009 was awarded to Mr. Justin Ling, a pharmacy student working on a project entitled *Establishing a Medication Reconciliation Discharge Process in a Pediatric Hospital*.

**To promote provincial policy and program development for patient safety**, the Institute presented to the *Standing Committee on Social and Economic Development Manitoba Legislature on Bill 32*, the Personal Health Information Amendment Act in May 2008.

The Institute made a detailed submission to Manitoba Health and Healthy Living on the *Health Professions Regulatory Reform Consultation Document* in February, 2009.

The Institute began meeting with the *Health Senior Executive Committee* two or three times annually to discuss emerging issues and will meet periodically with the *Council of Chairs of Regional Health Authorities*.



"Patient Safety is in YOUR Hand!" posters

## STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2009

REVENUES:	2009	2008
Province of Manitoba	\$ 605,400	\$ 595,600
Conference	10,000	31,267
Partnership project	78,048	4,500
Canadian Patient Safety Institute	5,887	8,500
Memberships	6,150	6,150
Grants and other income	2,914	23,035
Interest	3,240	2,455
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	711,639	671,507
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EXPENSES:		
Salaries	244,325	196,460
Office operating	93,837	98,926
Board and Governance	64,897	80,867
Mandate operating	290,494	231,663
Amortization	9,723	10,800
	<hr/>	<hr/>
	703,276	618,716
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<b>DIFFERENCE BETWEEN REVENUES AND EXPENSES</b>	<b>\$ 8,363</b>	<b>\$ 52,791</b>

## WHO WE ARE

The Manitoba Institute for Patient Safety is an independent, non-profit organization created in 2004 in response to the recommendations of the Manitoba Patient Safety Steering Committee. Incorporated under The Corporations Act, the Institute is a registered charity. Core funding comes from a provincial government grant to cover operational costs. The Institute also partners with other organizations on projects of mutual interest and benefit. Individuals and organizations that would like to donate to the Institute are invited to contact the office for information and forms. The Institute is under the direction of a board of twelve directors. Five are appointed by the Minister of Health. Seven are elected by the members of the Institute.

This summarized version of the Manitoba Institute of Patient Safety's annual report was released on June 18, 2009. It and a full version of the document, including the Audited Financial Statement, are available at [www.mbips.ca](http://www.mbips.ca).

## Future DIRECTIONS

In addition to working on numerous annual projects like Canadian Patient Safety Week and National Infection Control Week, the Institute will continue to engage in the review of the proposed Regulated Health Professions Act and emerging policy and legislative issues concerning patient safety.

A second forum for regional health authorities, CancerCare Manitoba, Diagnostic Services of Manitoba, Addictions Foundation Manitoba and Selkirk Mental Health Centre on critical incident investigations is being planned.

The Institute will explore partnership opportunities in Manitoba to incorporate the safety competencies for patient safety published by the Canadian Patient Safety Institute as well as participate in the development of an emerging patient safety curriculum framework.

The leadership working group will develop a draft action plan focusing on improving the capacity of organizations' boards and senior management to oversee safety / quality efforts and to equip them with practical tools and skills to assist in fulfilling these responsibilities.

The Patient Advisory Committee will continue to build on its initiatives aimed at educating the public and healthcare providers on patient safety issues in the community and provide a patient safety voice for the public. Tools will be launched emphasizing the importance of disclosure following critical incidents.

The Institute will hire a part time coordinator for *Safer Healthcare Now!* to work with Manitoba teams to identify local learning opportunities, track progress, and assist with planning events, including a workshop in September 2009.

(continued from page 1)

The Institute printed 400,000 cards which are being distributed throughout Manitoba to quality managers in the regional health authorities, to community pharmacies, physicians, hospitals and healthcare facilities, senior resource councils, community access centers and such facilities as the International Centre of Winnipeg. Medication Cards can also be downloaded from the Institute's website so that Manitobans can conveniently re-print, save, and update their medication cards. The Manitoba Society of Pharmacists distributed more than 9,200 medication cards to pharmacies across Manitoba and chose the initiative as their theme during Pharmacist Awareness Week in March, 2009.

Three educational videos about the Medication Card have been produced and are online at the Institute's website or available upon request. Two of the videos are aimed at the public and outline why the card is important and show how to fill out the med card. The third video is intended for the education of providers. The Institute joined with the Manitoba Society of Pharmacists to host an education night for pharmacists, nurses and doctors, in advance of the launch of the card.

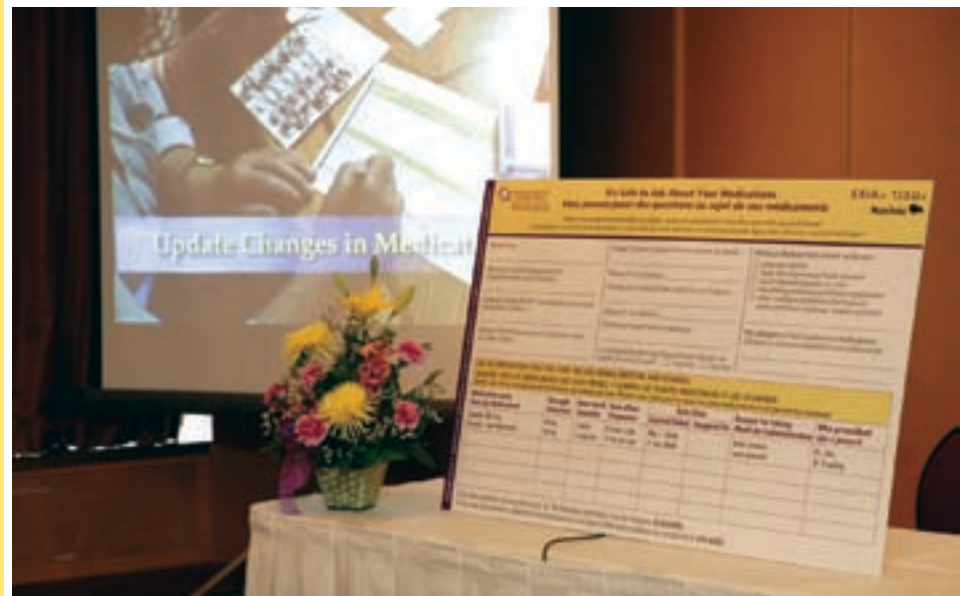
The Institute launched the *ISTA* Medication Card on Monday, June 2, 2008. The Honourable Kerri Irvin-Ross, Minister of

Healthy Living participated. Virtually all of Manitoba's major media outlets reported on the card. Use of the card has also been widely promoted through *ISTA* partners as well as in a wide range of media, including bus ads, transit shelters, and newspaper ads and on [www.safetoask.ca](http://www.safetoask.ca), the website created by the Institute specifically for the initiative.

The card has been enthusiastically received in Manitoba and beyond. We continue to receive requests for permission to use or adapt our literature and materials to help promote medication safety in jurisdictions across North America.



Presenters at launch for health-care providers of Medication Card and "Patient Safety is in YOUR Hand!" from L-R Laurie Thompson, Dr. Tunji Fatoye, Lora Jaye Gray, Beatrice Patton, Dr. José François and Shawn Bugden



Enlarged Medication Card and video displayed at last year's AGM

## MANITOBA INSTITUTE FOR PATIENT SAFETY PARTNERS

The Manitoba Institute for Patient Safety continues to work with member organizations and other partners in working toward our objectives. In addition to our member organizations, Institute partners in 2008/2009 included Boni-Vital Council for Seniors, First Nations and Inuit Health Branch, 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, Health Quality Council of Alberta, British Columbia Patient Safety and Quality Council, Manitoba Health and Healthy Living, Manitoba Society of Pharmacists, Institute for Safe Medication Practices Canada, Healthcare Insurance Reciprocal of Canada (HIROC), Manitoba Blue Cross, Canadian Community and Hospital Infection Control Association, and Industrial Alliance Insurance and Financial Services Inc. We look forward to continuing to work with these partners and new ones in the year ahead.

# THE MANITOBA INSTITUTE FOR PATIENT SAFETY CONTINUED TO RECRUIT NEW MEMBER ORGANIZATIONS IN 2008/2009

The board of directors encourages organizations wishing to work with the Institute to apply. Membership applications are available at [www.mbips.ca/membership.html](http://www.mbips.ca/membership.html).

## MEMBERS OF THE MANITOBA INSTITUTE FOR PATIENT SAFETY AS OF MARCH 31, 2009

The Arthritis Society of Manitoba/Nunavut Division	Faculty of Medicine, University of Manitoba	Manitoba Speech and Hearing Association
CancerCare Manitoba	Faculty of Nursing, University of Manitoba	Northern Medical Unit, University of Manitoba
College of Licensed Practical Nurses of Manitoba	Faculty of Pharmacy, University of Manitoba	Nursing Department, Red River College
College of Medical Laboratory Technologists of Manitoba	Grace General Hospital	Paramedic Association of Manitoba
College of Physicians and Surgeons of Manitoba *	Long Term Care Association of Manitoba	Regional Health Authorities of Manitoba *
College of Registered Nurses of Manitoba *	Manitoba Centre for Health Policy	School of Medical Rehabilitation, Faculty of Medicine, University of Manitoba
College of Registered Psychiatric Nurses of Manitoba	Manitoba Chiropractors' Association	Seven Oaks General Hospital
Concordia Hospital	Manitoba College of Family Physicians Inc.	St. Boniface General Hospital *
Diagnostic Services of Manitoba Inc.	Manitoba Dental Association	Victoria General Hospital
	Manitoba Health *	Winnipeg Regional Health Authority *
	Manitoba Pharmaceutical Association *	
	Manitoba Society of Medical Laboratory Technologists	

\* denotes Premier Member

### 2008-2009 BOARD OF DIRECTORS

**Mr. Reg Toews\*\***, Chair  
**Mr. Rene Comte\*\***, Vice-Chair  
**Ms. Sue Neilson\***, RN, Chair, Audit Committee  
**Mr. Ronald Guse\***, Chair, Membership Committee and Finance Committee (from June, 2008)  
**Mrs. Kim Poppel\*\***, Chair, the Manitoba Institute Patient/Family Advisory Committee  
**Dr. Brent Kvern\***, Chair, Research Committee  
**Dr. Robert Robson\***  
**Ms. Wendy Peppel\*\***  
**Ms. Carol Green\***  
**Dr. Luis Oppenheimer\*** (from June, 2008)  
**Ms. Nancy Gainsford\*\*** (from September, 2008)  
**Ms. Louise Evaschesen\*** (from June, 2008)  
**Ms. Joan Blakley\***, RN (to June, 2008, Chair, Finance Committee)  
**Mr. Brian Bechtel\*** (to June, 2008)

\*Elected \*\* Ministerial Appointment

Back row L-R Luis, Carol, Louise, Rob, Brent  
 Front row L-R Ron, Kim, Wendy, Rene  
 Far right Reg, Sue, Nancy

### STAFF MEMBERS

**Ms. Juliet Cummins**, Administrative Officer (until December, 2008)  
**Ms. Beverly Riel**, Administrative Assistant (from December, 2008)  
**Ms. Laurie A. Thompson**, Executive Director  
**Ms. Dawn White**, Consultant



Laurie, Dawn, Beverly

# 0809



**MANITOBA INSTITUTE FOR PATIENT SAFETY**

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 Note: We will be moving in the fall of 2009. Check our website for new contact information.