

# **Annual Patient Safety Plan**

## 2021-2022

Ontario Shores Centre for Mental Health Sciences is committed to patient safety. In 2017, Ontario Shores released a 5-year strategic plan that outlines how we will strive towards our vision for Recovering Best Health, Nurturing Hope, and Inspiring Discovery through our four strategic directions: Be Bold, Be Inspiring, Be Caring and Be Extraordinary. Our Patient Safety Plan is designed to align and support Ontario Shore's Strategic Plan and our philosophies of recovery and patient and family-centred care.

Ontario Shores has received a number of awards to recognize our work in patient safety, including:

#### 2019

- Excellence Canada: Canada Award for Excellence Platinum Recipient for Mental Health at Work
- Canadian College of Health Leaders: Award of Excellence in Mental Health and Quality Improvement

### 2017

- Excellence Canada: Canada Award for Excellence Gold Recipient for Mental Health at Work
- Accreditation Canada: Accreditation with Exemplary Standing

#### 2016

- Canadian College of Health Leaders: Celebrating the Human Spirit Award

## 2015

- Canadian College of Health Leaders: Award of Excellence in Mental Health and Quality Improvement

At Ontario Shores, we monitor and lead initiatives to track patient safety in our organization in the following categories:

- Aggression/Assaults
- Slip and Falls
- Medication Events
- Self-Harm
- Infection Control

- Elopement
- Miscellaneous (e.g. privacy events, contraband, environmental issues, accidental injury)

A sample of initiatives that address patient safety at Ontario Shores include the following:

- Executive Patient Safety WalkRounds
- Daily Safety Huddles
- Recovery Rounds
- Safe Management Group Training

- SafeWards Model of Care
- Safe Medication Practices Committee
- Falls and Injury Prevention Committee

## **DEVELOPMENT OF THE PATIENT SAFETY PLAN**

To ensure that the initiatives in Ontario Shores' Patient Safety Plan (PSP) has been informed by the best available evidence and best practice recommendations, it has been developed in consultation with professional practice standards, applicable legislation, and guidelines and standards from external organizations including Accreditation Canada, Canadian Patient Safety Institute, Health Quality Ontario, Institute for Healthcare Improvement, and Institute for Safe Medication Practices. The plan has also had feedback from Patient and Family Councils and hospital leadership. Accountability for the plan rests with each person at Ontario Shores as patient safety is a shared responsibility.

## **GOALS**

Patient Safety Priority	Objective	Initiatives	Target Start Date	Status
Enhance the Patient Safety Culture	Continue Just Culture Practices	Implement the Patient Safety Culture Survey Action Plan to improve the culture of patient safety based on the results of the Patient Safety Culture Survey:	December 2020	Complete
Continue to Action Patient Safety Metrics and Indicators	Reduce patient safety- related incidents	Aggression/Assaults Develop quality improvement activities to improve the therapeutic environment in the PICA and provide additional consultation for patients with high levels (duration or frequency) of restraint or seclusion utilization.  Slip and Falls Develop plan to evaluate the effectiveness of fall prevention and injury reduction precautions and education/information. Utilize results to make improvements as needed.  • Update Falls Dashboard to provide useful data on process and outcome measures for	April 2021	In progress

		committee members and clinical staff  Review and revise falls care pathway based on up-to-date best practices.	June 2021	In progress
		Medication Events Re-establish Safe Medication Practices Indicators to ensure that the Safe Medication Practices committee continues to be aligned with the Accreditation Canada Medication Management standards.	December 2020	In progress
		Self-Harm Implementation of a 3-year suicide prevention strategy leading to systemwide culture change committed to reducing suicides.	April 2021	In progress
		Miscellaneous A prospective analysis on choking risk prevention will be completed with a corresponding mitigation strategy action plan.	June 2021	In progress
		Install patient bedroom door locks to enable patients to lock their room but still have free egress.	September 2020	In progress
Enhance the Physical Environment	Implement specific facility enhancements to improve patient safety	Replace clinical analogue cameras with digital cameras to improve resolution in dim light and enable patients to be better seen by clinical staff by camera at night.	April 2021	In progress
	,	Trial UV light to "clean" air handlers serving ECT and dental areas to improve air quality for patients.	August 2021	Not started
		Share program-based incident report data and incident review findings at Quality and Recovery Committees on a quarterly basis.	Ongoing	Complete and ongoing
Provide Resources for Improving Patient Safety	Provide ongoing capacity building in patient safety	Share organization-wide incident report data and recommendations to the Integrated Quality Committee (IQC) per IQC calendar, including annual review of identified Incident Types and how staff view incident reporting in the BI tool.	Ongoing	Complete and ongoing
		Develop incident reporting form for patients, families and visitors to report safety incidents.	April 2021	Complete

	Provide	Update Patient Safety Handbooks for	October	Not yet
	education and	Clinicians, Patients and Families.	2021	started
	training on	Update Patient Safety LMS module.	October	Not yet
	Patient Safety		2021	started
		Implement annual education on patient	October	Not yet
		safety for all staff including topics such	2021	started
		as human factors and incident reporting.		