

2008-2009 QHN Open House Series

Building Capacity for Quality Improvement



**Patient Safety Leadership Walkarounds:
How Organizations are Enhancing
Patient Safety Culture**

Sunnybrook Health Sciences Centre
Toronto, Ontario, May 27, 2008


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2008 Open House Series – Tuesday, May 27th, 2008, 8:30am-12:00pm
Patient Safety Leadership Walkarounds: How Organizations are Enhancing Patient Safety Culture

Sunnybrook Health Sciences Centre, Harrison Hall E Ground – 21
2075 Bayview Avenue, Toronto, Ontario, Canada M4N 3M5

Introduction

Patient Safety Leadership Walkarounds (PSLWA) have been identified in the literature as a powerful tool to develop patient safety culture by connecting senior leaders and front line staff in open dialogues about patient safety. (Leonard et al, 2004) Many organizations report that this strategy promotes teamwork, facilitates communication and offers an opportunity for constructive dialogue on collective approaches to improve patient, and in some cases, client safety.

Across the QHN Network there are many organizations who have implemented this strategy. We invited Members to share with us their implementation strategy, and of greater interest, their learnings and results. Six organizations have come forward – each with innovative approaches set in their own organizational context for this program.

Join us at this session as our presenters share:

- Differing approaches from organizations who have implemented patient safety leadership walkarounds in different settings across the province
- Key learnings from Organizations who have moved from implementation, through a data gathering approach to a formulation of improvement strategies
- Results, next steps and lessons learned for organizational improvement of safety culture
- An open dialogue with the participants and presenters around their improvement efforts

Agenda

Moderator: Janet Harris, Vice President Rouge Valley Hospital

0830 Coffee, Registration & Networking

0900 Welcome and Introductions

Dr. Barry McLellan, President & CEO Sunnybrook Health Sciences Centre

0910 Patient Safety Leadership Walkarounds & the Patient Safety Movement

0915 Case # 1 – Sunnybrook Health Sciences Centre, Cathy O'Neill, Patient Safety Specialist and Guna Budrevics, Performance Improvement Specialist

0930 Case #2 – University Health Network, Michelle Ferreira, Risk Manager

0945 Case # 3 – Hamilton Health Sciences Centre, Rosanne Zimmerman, Manager Patient Safety & Clinical Resource Management and Lori MacCullough, Clinical Manager Nursing Resource Team

1000 Q & A

1015 Break

1045 Case #4 – Toronto Rehabilitation Institute, Katarina Stanisic, Patient Safety Officer

1100 Case # 5 – Grey Bruce Health Services, Diana Ryman, Corporate Director of Pharmacy

1115 Case # 6 - Ross Memorial Hospital, Carol Smith Romeril, Vice President Patient Care & Chief Nursing Officer

1130 Q & A

1200 Closing Comments

FAX BACK REGISTRATION FORM

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- QHN Members – Free (unlimited attendees/organization)**
 Non QHN Members - \$99 + GST per attendee (\$104.94)

For logistical purposes we need to know the number of attendees expected. We ask that you complete one form per person and fax or email back to the Quality Healthcare Network.

Name: _____

Title: _____

Organization: _____

Telephone: _____

Email: _____

If applicable, please make cheque payable to the Quality Healthcare Network and mail to 790 Bay Street, 9th Floor, Toronto, Ontario, M5G 1N8

Directions

The Open House session will take place at Sunnybrook Health Sciences Centre located at 2075 Bayview Avenue in Toronto. For a map and directions to the site please follow this link -

<http://maps.google.ca/maps?f=q&hl=en&geocode=&q=2075+Bayview+Avenue,+Toronto,+Ontario&jsv=107.hc&sll=49.891235,-97.15369&sspn=40.139024,82.265625&ie=UTF8&z=16&iwloc=addr>

Registration Directions

To register, please fax this form to 416-351-3762. Should you have any questions please contact Tanya Flanagan at 416-351-3704 or email at tanya.flanagan@qhn.ca.