



Presented by:

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■ Background

- Multi-Site Acute Care Facility, 580 beds.
- Improvement needed in order to address the inconsistent application of patient, staff and environment safety.
- Concept of the model began in Spring 2005 and is now fully established.
- The model is in alignment with organization's strategic directions, specifically an emphasis on safety.
- Development and implementation lead by Joint Director, Occupational Health, Safety & Wellness and Leader, Risk Management & Patient Safety with the support of the Chief Human Resources Officer and VP Clinical Support Services/Chief Planning Officer.

■ Aim

- To design, implement and adopt an integrated safety model and plan.

■ Goals

- To develop annual safety education plan.
- Everyone within the Corporation has the same understanding of the model.
- All staff view patient, staff and environment safety as their responsibility.

■ Team Members

Executive Sponsors:

- Chief Human Resources Officer.
- Vice President Clinical Support Services & Chief Planning Officer.

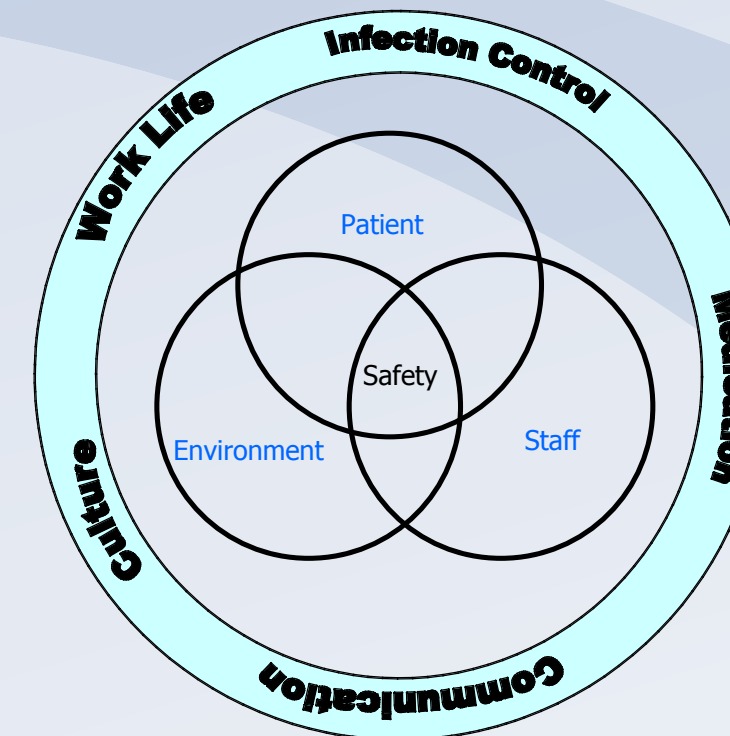
Leads:

- Joint Director, Occupational Health, Safety & Wellness (Staff Safety).
- Leader, Risk Management & Patient Safety (Patient Safety).
- Director, Biomedical Engineering (Environment Safety).
- Contributing Programs (Environment Safety):
 - Environmental Services, Facilities, Infection Control, Security & Emergency Preparedness, Nutrition Services, Materials Management.

■ Changes/Improvements

- Integrated safety model philosophy applied during the introduction of an electronic event reporting system that allowed for the reporting of patient, staff and environment related events (BETTER: Building Excellence Together Through Event Reporting).
- Assessment of perceptions by conducting Safety Survey for Managers and Front-line staff in 2007 lead to identification of five priorities:
 - Re-offer safety education to Managers (Safety 101 & 201).
 - Review BETTER reports at Performance Excellence Committee.
 - Implement Safety Rounds at all sites.
 - Add sections on Back Care, Risk Management & Patient Safety to General Orientation.
 - Implement Corporate Safety Recognition Program.

■ Integrated Safety Model



■ Integrated Safety Matrix

	Patient	Employee	Environment
Culture	○	○	○
Communication	○	○	○
Medication	○	○	○
Worklife	○	○	○
Infection Control	○	○	○

■ Key Success Factors/Enablers

- Alignment with the organization's strategic directions.
- A renewed corporate focus on safety.
- Identification of "Safety Champions".
- The development of an integrated safety plan.

■ Barriers to Improvement

- Lack of understanding of the purpose and benefits of an integrated safety model where patient, staff and environment safety are of equal importance.
- An entrenched practice of operating in isolation of one another.

■ Lessons Learned

- Application of a consistent approach.
- Key stakeholders need to be involved from the beginning.

■ Next Steps

- Continue front-line education.
- Modify the integrated safety model.
- Resurvey all staff.
- Staff recognition.