

We celebrate the efforts of the organization as they develop noteworthy activities, practices, or processes that are innovative and tied to CCHSA's Quality Standards

Patient Safety Area: Communication

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■ **This Practice is Linked to CCHSA Standards**

Delivering Services 13.0

The team delivers safe, efficient, and effective services

High Reliability Organization Principles:

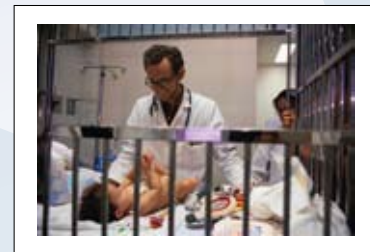
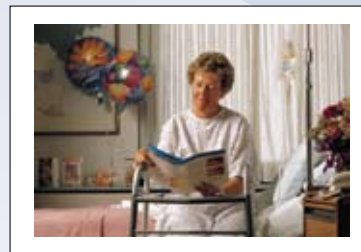
- Safety is the priority & is everyone's responsibility
- Operations are a team effort
- Hierarchy disappears in an emergency
- Communication is highly valued
- Emergencies are rehearsed
- There is a multidisciplinary review of routine processes and no harm and harm events



■ **This Practice Shows Innovation and Creativity**

Effective mechanisms for transfer of information

- **CHAT** tool used beyond obstetrics
- **CHAT** is a trigger word – pay attention
- **CHAT** on cards and by telephone for reference
- **Hospital** adopting SBAR



■ **This Practice Demonstrates Efficiency in Practice**



This Practice Demonstrates Successful Results

In an emergency hierarchy disappears.....Changing culture

Cultural Element	Pre	1 st	2 nd	3 rd
Valuing Individuals	3.1	3.2	3.5	
Empowering People	3.2	3.4	3.8	
Patient Safety is Everyone's Priority	2.7	2.8	3.4	
Teamwork	2.9	3.1	3.5	
Open Communication	3.0	3.1	3.4	
Learning	3.1	3.2	3.6	

Answer Legend: 1=never true, 2=rarely true, 3=sometimes true, 4=often true, 5=always true.

■ **This Practice Can be Adapted by Other Organizations**

- 145 hospitals in Canada participate in MORE Ob
- Soon to be started in the Eastern Provinces
- 2 hospitals in the USA
 - St. Joseph's Hospital Health Centre Syracuse, New York, and
 Newton Medical Centre, Newton, Kansas
- Approx. 6800 participants advancing patient safety using HRO principles
- New corporate program under development by Salus Global Corporation

