



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

Calgary Health Region

Patient/Family Safety Council – Partnering with Patients and Families for Safety

Vision – healthy communities

Mission - leaders in health – a partner in care

Values - caring, respectful relationships quality and safety accountability



■ This Practice is Linked to CCHSA Standards

The **Patient/Family Safety Council** advises, informs, & makes recommendations to the Region's Executive Vice-President & Chief Clinical Officer on system safety improvements from the perspective of patients & families

With regard to CCHSA's goals, the **Patient/Family Safety Council**:

- has ensured that patient safety is part of the Region's vision, mission, values (Culture, ROP #1)
- Is working with the Region to implement a new safety reporting system (Culture, ROP #2)
- has reviewed and recommended improvements to the Region's newly implemented disclosure policy, procedures, training & implementation plan (Culture, ROP #4)
- has developed communication tools for informing & educating patients/families about their role in patient safety (Communication, ROP, #1)
- has developed communication & education tools for health-care providers about their role in patient safety
- is participating with the Region on a continuous basis to assess & make recommendations for improving patient safety (Worklife/Workforce ROP #2)

■ This Practice Demonstrates Efficiency in Practice

The **Patient/Family Safety Council** is a formal, on-going partner that works collaboratively with the Region & its health-care providers to improve patient safety. Council members:

participate on the **Regional Clinical Safety Committee**

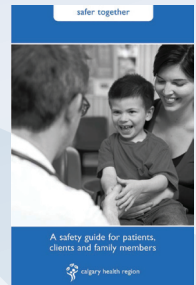
speak at engagements with **health-care leaders & health-care providers**

review **safety policies, procedures**
recommend **system improvements**

■ This Practice Demonstrates Successful Results Communication – ROP #2: informing & educating patients/families about their role in safety

Part I: 'Safer Together' Brochure

- developed by patients and families
- focus tested
- implementation pilot
- translated
- roll-out strategy
 - Safety Ambassadors educating health-care providers
 - Health-care providers making brochures available and encouraging questions & involvement of patients/families in their care (aligned with Patient/Family Centred Care initiative)



■ This Practice Shows Innovation and Creativity

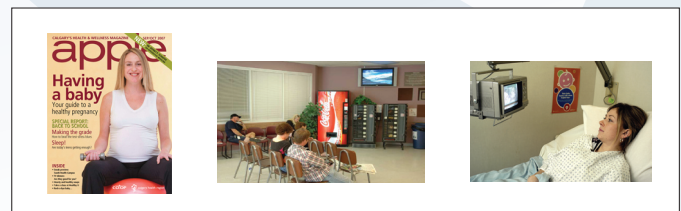
- 'Safer Together' brochure is the first step in a broader patient safety information, education & communication plan

Part II: Healthy U TV (Video Clips)

Part III: Poster Campaign

Part IV: Community Information Campaign

(apple magazine, website, speaking engagements)



■ This Practice Can be Adapted by Other Organizations

1. Patient/Family Safety Council

- Development, terms of reference, strategic initiatives (mentoring) Patient/family centred care (Patient experience initiative)
www.calgaryhealthregion.ca/qshi/patientsafety

2. Key Messages in Brochure

- Region's commitment to safety in Mission/Vision/Values
- Shared responsibility for safety
- Specific safety messages
- Contact info about patient concerns

3. Information, Education & Communication Strategy

- Multi-media strategy (brochure, bedside & waiting area TV, poster campaign, magazines, website, speaking engagements)

