



CREDIT VALLEY
THE CREDIT VALLEY HOSPITAL

Disclosure:

Setting the Stage

Debbie Lauzon, Risk Management Specialist
dlauzon@cvh.on.ca

The Credit Valley Hospital



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- 366 bed community hospital
- Situated in Mississauga, ON
- Regional programs include:
 - Renal dialysis
 - Oncology
 - Maternal/Child
 - Genetics

Our Approach



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Creating a Culture of Safety

- Where we've been
- Where we are today

“A Complaint Is a Gift”



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Patient Feedback Program – 1998

- Customer service/satisfaction
- Quality of care
- Staff empowerment
- Respect

Error Management and Prevention Program



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- To Err is Human
- To Cover Up is Unacceptable
- To Fail to Learn from Errors is Unforgivable

Creating a Culture of Safety



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#1

Establish a Common Understanding of Error

#2

Create Opportunities for Discussion

#3

Share Information about Errors and Near Misses

A Just Culture



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Nonpunitive means people are not punished for making mistakes – nothing else

It doesn't mean that people are not punished for misconduct – nothing else

People should never be punished for errors – ever

Lucien Leape and Healthcare Errors Journal for Healthcare Quality, Vol24, No.3, May/June 2002

To Cover up Is Unacceptable - Disclosure Is the Right Thing to Do



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ETHICS COMMITTEE – Steps to development

- Education
- Guiding principles
- Link to Error Management
- Policy and Procedure

Where We Are Today? Culture of Safety Survey



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Method:

- Administration, Medical Chiefs
- General Staff and Physicians

Themes



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- Leadership
- Human error vs. Systems error
- Error management
- Incident reporting

Next Steps



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- Sharing results of survey
 - Quality Council
 - Staff – department meetings
- Disclosure Education Plan
 - Frontline Staff
 - Physicians