



The Patient Safety  
Education Program™  
CANADA

# The Patient Safety Education Program-Canada

## Become a Patient Safety Trainer



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*“This program fills a gap and provides a solid foundation to help take patient safety education to the front-line,”* says Kristi Chorney, Manager of Quality, Patient Safety and Risk, Brandon Regional Health Authority.

*“This group was very energetic. There was excellent discussion about methods to advance from attitudes about patient safety into cultural change or the normal way of performing our work. We went away with a feeling that something good was going to happen in terms of being proactive rather than reactive in our approach to patient safety education.”*



# Patient Safety Education

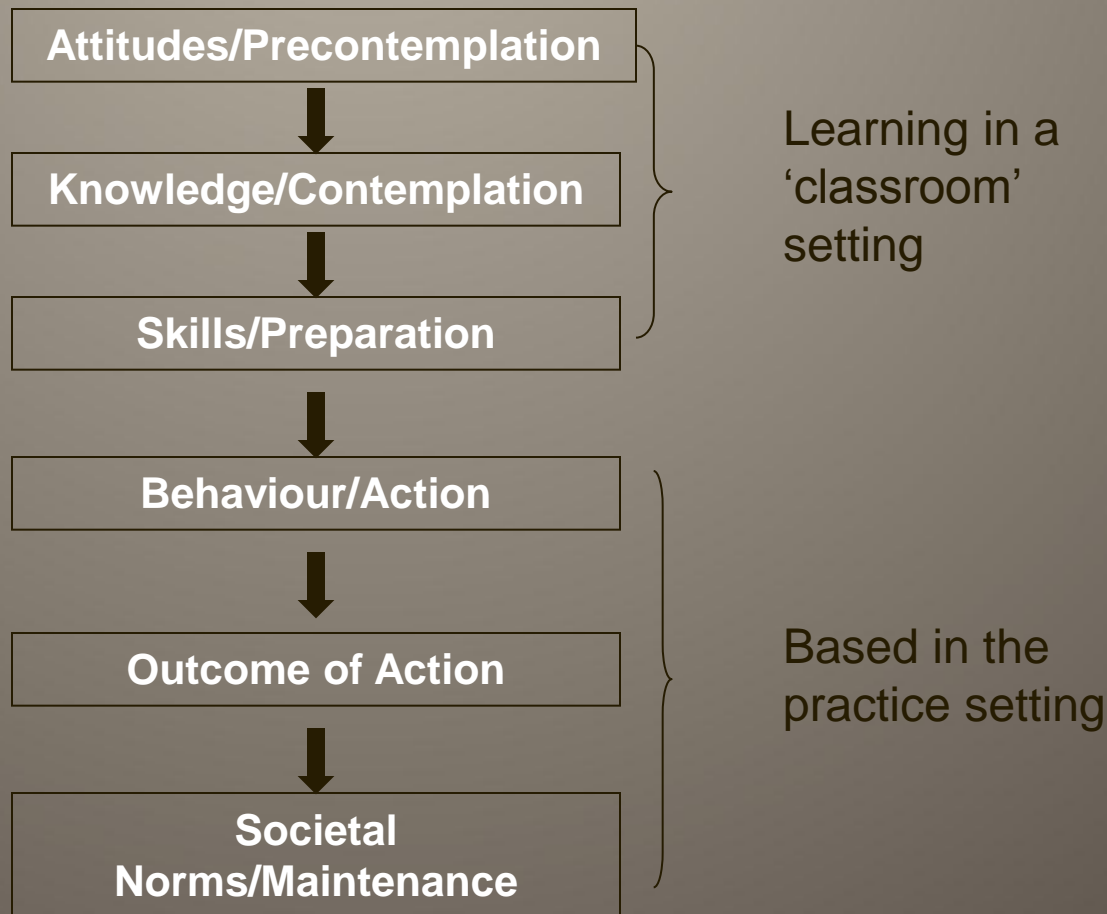
Despite the existence of considerable information about how to improve on care, there remains insufficient education in patient safety for a broad base of healthcare personnel. Where education is available, there are challenges with how to actually use the knowledge and implement the necessary changes in a complex delivery system.

*Emanuel et al (2007)*

# Why a Patient Safety Education Program for Health Care?

- Little to no exposure to basics of safety or high reliability science
- Identified gap in staff training in patient safety
- A focus on training individuals /on-line learning in efforts to be more efficient
  - when healthcare is delivered by teams
- Adult education principles not practiced

# Education Driven Performance Change



# Building a program for Canada

- Over 60 patient safety academics and experts revised and adapted curriculum for Canada
  - Jurisdictional e.g. Excellent Care for All Act (Ontario)
- Alignment with CPSI's 'Safety Competencies' framework and Accreditation Canada's standards and ROPs
- Our interprofessional PSEP-Canada Master Facilitator team of 26 professionals

# What makes PSEP Canada different?

- 2 ½ day education conferences
- Built upon a train the trainer model
- Develops “safety trainers”
- Integrates fundamental patient safety practices
- ‘Play within a play’
- Emphasis on an Interprofessional teams
- Tipping point

# Teaching methods

- Interactive Lectures
- Problem-based learning
- Role plays
- On-site mentoring





# Trainer's Guide

- Customized for Canada, up to date curriculum
- Presentation slides
- Teaching tips and guides
- Conference planning materials
- Trigger tapes
  - real stories & clinical scenarios



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*“The program stimulated a lot of thought and provided the support we need to customize patient safety education tailored to our needs,” says John McKeekin, Project Manager from Correctional Services Canada (CSC).*

# Bridgepoint Health



- 7 PSEP Canada Trainers
- 43 end-users
- 4 days over 8 months
- 5 Community of Practice sessions
- 8 Clinical Practice Improvement projects
  - Cleaning equipment
  - Medication safety
  - Transitions in care
  - Team communication



# BRIDGEPOINT PATIENT SAFETY WEEK

## Flight Itinerary



EVENT	EVENT DESCRIPTION	DATE	TIME	LOCATION
<b>BOARDING CALL</b>	Join us at the gate and pick up your pre-flight treat and itinerary for your Flight Plan to Safety	Monday, October 31	6:30-7:30 a.m.	Main Lobby
		Monday, October 31	8:00-9:30 a.m.	Main Lobby
		Monday, October 31	2:30-3:30 p.m.	Main Lobby
<b>SECURITY SCREENING</b>	Risk Monitor Awareness (RL6)	Monday, October 31	At your Boarding Call	Main Lobby
<b>PRE-FLIGHT SAFETY BRIEFING</b>	Patient Communications Strategies	Monday, October 31	Safety Huddles	Units 4E, 3W, 7E
		Tuesday, November 1		Units 7W, 3E
		Wednesday, November 2		Units 5W, 6W, 4W
<b>IN-FLIGHT SERVICES</b>	Hand Hygiene and Food Safety	Tuesday, November 1	Between 11 a.m. and 2:30 p.m.	Units
<b>TURBULENCE AHEAD</b>	What's wrong with this picture? Identify the safety risks!	Week-Long Event	Submit answers by Friday, November 4 at 9:00 a.m. to be entered in a draw.	Ballot boxes located at all events and the Main Entrance.
<b>MAYDAY</b>	Jonathon, an RN on Medical Rehab unit has to call Dr. Mayday about one of his patients a Mr. Wing. Come and find out how using SBAR can ensure that Dr. Mayday receives the right information in order to treat the patient.	Tuesday, November 1	9:30-10:00 a.m.	2nd Floor
		Tuesday, November 1	11:00-11:30 a.m.	3E
		Tuesday, November 1	12:30-1:00 p.m.	5E & W
		Tuesday, November 1	1:30-2:00 p.m.	7E & W
		Wednesday, November 2	11:00-11:30 a.m.	6E
		Wednesday, November 2	1:30-2:00 p.m.	4W
		Wednesday, November 2	2:15-2:45 p.m.	4E
		Thursday, November 3 Friday, November 4	11:00-11:30 a.m. 2:15-2:45 p.m.	3W 6W
<b>BRACE FOR IMPACT</b>	See what's playing on your flight: The Do's and Don'ts of Medication Safety	Week-Long Event	Complete your questionnaire located on the portal	Email or hand deliver questionnaire to any Nurse Educator for a chance to win a prize!
<b>IN-FLIGHT ENTERTAINMENT (Patient Event)</b>	Chinese Happy Hour Coffee Social Jeopardy	Tuesday, November 1	2:30 p.m.	5th Floor Lounge
		Thursday, November 3	10:30 a.m.	5th Floor Lounge
		Friday, November 4	6:30 p.m.	5th Floor Lounge
<b>DUTY FREE</b>	Visitor Flu Shot Clinic and Adult Immunization Information	Monday, October 31	11:30 a.m.-1:00 p.m.	Main Elevator Lobby
		Wednesday, November 2	11:30 a.m.-1:00 p.m.	Main Elevator Lobby
<b>BAGGAGE CHECK</b>	Uniform Self-assessment	Friday, November 4	6:30-7:30 a.m. 2:30-3:30 p.m.	Main Entrance
<b>FLIGHT SCHOOL</b>	Visit out flight school and find out how you can earn your wings through Canadian Nurses Association certifications!	Thursday, November 3	10:00 a.m.-2:00 p.m.	Elevator Lobby
		Friday, November 4	11:00-Noon	Auditorium
<b>SAFE LANDING</b>	Help us honour the year's Good Catch awards recipients and PSEP participants. Light refreshments!	Friday, November 4	11:00-Noon	Auditorium

# The future for PSEP Canada at Bridgepoint



- Deliver a one day Patient Safety Workshop to all FT and PT clinical and support staff focused on integrating patient safety science such as systems-thinking, human factors engineering, and teamwork and communication as prerequisites to deliver safe, high quality care for day 1 operations.



# Trillium Health Center



Your Health. Our Passion – for Life



## PATIENT SAFETY WEEK

October 31st - November 4th

**\$100 Gift Certificate to Stillwater Spa**

Your Quality & Patient Safety Department is hosting an exciting week of activities during Patient Safety Week that will help to launch the Patient Safety Education Program (PSEP-Canada) at Trillium Health Centre.

This event is free to all staff & physicians  
Lunch will be provided on a daily basis  
12 - 1pm



The Patient Safety Week activities will involve daily lunch'n'learns hosted by various members of the Quality & Patient Safety department. Participants will be invited to participate in daily draws as well as a grand prize draw at the end of the week for a \$100 gift certificate to Stillwater Spa!

12-1pm	12-1pm	12-1pm	12-1pm	12-1pm
<b>Monday October 31st Auditorium</b>	<b>Tuesday November 1st Auditorium</b>	<b>Wednesday November 2nd WT Main Conference room</b>	<b>Thursday November 3rd Auditorium</b>	<b>Friday November 4th Auditorium</b>
<b>Gaps in Patient Safety – A Call to Action</b>	<b>Patient Safety &amp; Leadership</b>	<b>Organizational Culture</b>	<b>Patients as Partners</b>	<b>Human Factors</b>
Facilitator	Facilitator	Facilitator	Facilitator	Facilitator
<b>Dr. Amir Ginzburg</b>	<b>Dr. Amir Ginzburg</b>	<b>Jo-Anne Copeland</b>	<b>Suzi Laj</b>	<b>Juliet Nishimura</b>



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## Become a Patient Safety Trainer Education Conference

Friday, January 6<sup>th</sup> – Sunday, January 8<sup>th</sup> 2012  
Kingston, ON



### PATIENT SAFETY EDUCATION PROGRAM – CANADA

Built upon a train the trainer model, PSEP – Canada is one response to the challenges that remain in integrating fundamental patient safety practices into the delivery of healthcare. With an emphasis on an interprofessional team approach and peer to peer education, PSEP – Canada's 2 ½ day education conference aims to create a tipping point on the frontline delivery of healthcare that inspires and drives a culture of quality and safe care.

Engage frontline professionals and take your organization's quality and patient safety culture to the next level.

Register your interprofessional team now!

For more information visit:

[www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca), email: [psepcanada@cpsi-icsp.ca](mailto:psepcanada@cpsi-icsp.ca) or contact Abigail Hain at 613-738-4779.

### About the conference:

The Canadian Patient Safety Institute along with the School of Nursing and Department of Anesthesiology and Perioperative Medicine, Faculty of Health Science at Queen's University are excited to offer this session which has 2 consecutive streams – one for healthcare faculty and another for clinical teams from local healthcare organizations.

With an emphasis on creativity and excellence in educational techniques, the PSEP – Canada conference is delivered by well-respected quality and patient safety healthcare professionals and educators from across Canada and focuses on:

- Applying human factors in the workplace
- Scientific methods for improving safety
- Organizational culture and dealing with change
- Understanding teamwork
- Moving beyond blame to systems thinking
- How to teach and implement patient safety

At the end of the conference, participants will leave as certified PSEP – Canada trainers. Trainers will be equipped with a comprehensive patient safety curriculum which can be easily embedded to your organization's current education, Patient Safety and Quality practices.



- Upcoming PSEP-Canada “Become a Patient Safety Trainer” learning events
  - Ottawa, Ontario Nov 30- Dec 2<sup>nd</sup> 2011 ER/ICU focus
  - Kingston, Ontario Jan 6-8<sup>th</sup> 2012 in partnership with Queens University
- Visit our website!