

Patient Safety Plan April 2018- March 2020

Hand Hygiene

- Consistent audits and enhanced promotion of hand hygiene by Pt Safety team
- Champion Program to recognize departments & staff practicing good hand hygiene
- Post hand hygiene compliance rates on Quality wall/ board

Medication Reconciliation

- Diligent compliance audits
- Enhance education for staff
- Improve communication and feedback
- Enhance the Best Possible Medication Discharge Plan (BPMD)

Patient Satisfaction

- Increase number of surveys completed
- Complete inpatient surveys during discharge process from hospital
- Implementation of iPad stands for electronic completion of surveys in patient care areas (LEM)
- Leader rounding on Patients (LEM)
- Culturally Appropriate Care (LEM)
- Revision of Patient Guide Booklet

Care Transitions

- Identify gaps during care transitions through Internal Client Rounding (LEM)
- Develop a process for transfer of care information
- Include external partners (NIHB, Northern Communities, ORNGE, TBRHSC etc.)
- Post-Discharge follow up calls and standardized discharge careplans

Staff Education

- ROP (Required Organizational Practices) of the Month (topic change every 2 months)
- Promotion of current educational opportunities to increase attendance & ensure compliance for mandatory education
- On the Spot training opportunities
- Workplace Violence tools, education, training & reporting

Patient Engagement

- Include patients, families and communities in development of patient safety materials / education
- Ensure consistent patient involvement when developing individualized care plans
- Increase patient/family participation on committee's