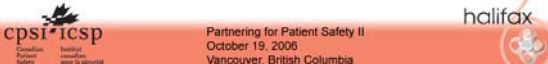


Patients for Patient Safety Canada

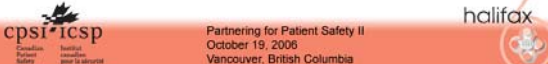
Partnering for Patient Safety II
October 19th, 2006



Partnership for Patient Safety II
October 19, 2006
Vancouver, British Columbia

Patients for Patient Safety Canada

- The first “in-country” group established as part of the Global Patients for Patient Safety Initiative of the World Health Organization’s World Alliance for Patient Safety
- We are privileged and honoured to be “Inventing this wheel”
- We are born...and ready to Partner for Patient Safety!
- Forward looking while fully present for the ‘now’



Partnership for Patient Safety II
October 19, 2006
Vancouver, British Columbia

Patients for Patient Safety Canada

- Tight agenda for the last 2.5 days
- Membership from coast to coast, with aspirations to grow in action over the next several years

*“The important question is not “how many?”
The important question is what happened?”*
- Don Berwick



Partnership for Patient Safety II
October 19, 2006
Vancouver, British Columbia

Patients for Patient Safety Canada

- Who are we?
- We are patients and family members affected by healthcare system breakdowns, who want to collaborate with providers, administrators, legislators...everyone and anyone who can help to reduce preventable harm in our healthcare systems



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia

halifax



Patients for Patient Safety Canada

- Where are we?
- We are in this room together with you all right now!



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia

halifax



Would the Canadian Patients for Patient Safety Champions Please Stand Up?

- Brenda Byrd St. John's, Newfoundland
- Francine Chisholm Winnipeg, Manitoba
- Barbara Farlow Mississauga, Ontario
- Darrell Horn Winnipeg, Manitoba
- Sandy Koropas Winnipeg, Manitoba
- Kathy Kovacs-Burns Edmonton, Alberta
- James Kreppner Toronto, Ontario
- John Lewis Hamilton, Ontario
- Alice Little Winnipeg, Manitoba



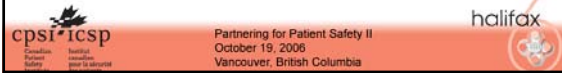
Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia

halifax



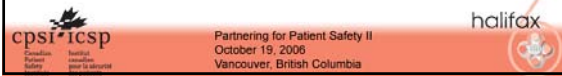
Would the Canadian Patients for Patient Safety Champions Please Stand Up?

- Anne L. Lyddiatt Ingersoll, Ontario
- Theresa Malloy-Miller Delaware, Ontario
- Ed Mendoza Ottawa, Ontario
- Sandi Pniauskas Whitby, Ontario
- Kim Poppel Brandon Manitoba
- Deborah Prowse Calgary Alberta
- Sabina Robin Calgary Alberta
- Leslie Worthington Winnipeg Manitoba

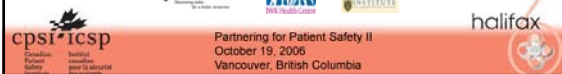


Sending Regrets...

- Pan-American Health Region Workshop Champions unable to be here today:
 - Carol Kushner Toronto Ontario
 - Susan Shallcross Winnipeg Manitoba
 - Durhane Wong-Rieger Toronto Ontario



Our Partners and Sponsors...so far



Patients for Patient Safety Canada

- What do we want to do?
- Strategic Planning Process as part of our workshop in learning together about our unique narrative experiences and the 'systems-view' of healthcare system breakdown



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia

halifax



5 Goals for 5 Patterns

Key patterns in healthcare (PIsek):

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia

halifax



Goal #1

- Communicate our expectations for the disclosure of medical errors

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia

halifax



Goal # 2

- Incorporate the patient experience in patient safety research

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Goal # 3

- Facilitate patient/provider partnerships that foster open, honest collaboration

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Goal # 4

- Develop toolkits and educational programs to improve patient safety

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Goal # 5

- Incorporate the patient voice in all organizational decisions that affect them

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Just Do It!

- We are volunteers who have trouble saying or accepting 'no'...the beautiful voice of the child who asks:

“But, why not?”



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Goal # 1

- Communicate our expectations for the disclosure of medical error

1. Relationships
2. Decision-making
3. Power
4. Conflict
5. Learning



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



The Big 3-Meat, Potatoes, and Veggies

- Tell us 'What Happened' in a way that we have an acknowledged shared meaning- as soon as possible
- Tell us 'What's Next' in the care plan to recovery (where possible)
- Tell me 'Our Next Steps' to ensure this does not reoccur with another patient and family



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



The Gravy

- Apologize!
- In order for healing and forgiveness to occur, for not only patients and family members but also healthcare providers, we need to not hide behind professional smokescreens borne of the system, and instead embrace our common humanity in relationship-in the system, but not of the system



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Leaders Lead the Way

- Disclosure is a policy, a practice, a value, that is inspired and implemented by consistent, insistent and courageous leadership
- It might not be popular around the boardroom table
- It's the right thing to do-period



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



It Requires Commitment

- These are 'difficult conversations'
- Healthcare staff need support and training in order to equip them cognitively and emotionally for these conversations
- Training takes resources\$\$\$



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



“Risk-Management”

- Organizations are afraid of financial losses associated with admissions of fallibility...
- Literature is growing and overwhelmingly indicates that hiding, denying, lying, obfuscation, semantic defense and conventional 'risk-management' practices are your best-practice for a lawsuit
- Evidence-based decisions, anyone?



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



There is a Better Way

- With respectful humility: Our Way!
- Let's make it our collective way together.
- Barriers: Full of “But's”
- Remember the child in you, in all of us:

But, why not?



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Patients for Patient Safety Canada

We are *all* partners in healing.

And two Ed's are *always* better than one.



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Sources

- Patients for Patient Safety Canada Workshop. Vancouver, British Columbia. October 16th-19th (2006). **Workshop talk.**
- Plsek, P., (2003) *Complexity and the Adoption of Innovation in Healthcare*, from www.directedcreativity.com



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia



Patients for Patient Safety Canada

- Thank you!
 - Contact: Ryan Sidorchuk, Lead, Patients for Patient Safety Canada
rsidorchuk@wrha.mb.ca
204-926-7164
- P.S. Call us...together we'll make it worth our while.



Partnering for Patient Safety II
October 19, 2006
Vancouver, British Columbia