

Caring Safely at UHN

At UHN
a patient is seriously
harmed every **5** days

a worker is harmed
every **1.5** days

six HACs contributed to
4,245 additional bed days

In collaboration with SickKids since 2015, **Caring Safely** represents UHN's commitment to safety, by reducing preventable harm to zero for each other, our patients and their caregivers through an organization-wide transformation. **Caring Safely** has been working closely with you to reduce preventable harm and following is a snapshot of what we have accomplished together.

Looking back this past year

Education



High Reliability Leadership Methods Toolkit & Safety Behaviours & Error Prevention Toolkits developed



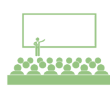
Leadership training delivered in 7 modules to almost 700 leaders across UHN



Standardized approach to daily huddles developed & rolled out across UHN



5000+ staff trained in Error Prevention Tools



118 Faculty members trained to deliver Safety Behaviours & Error Prevention Toolkit training



Safety Coach program piloted at PMH with 25 coaches trained

Hospital Acquired Conditions (HAC)



Adverse Drug Events (ADE): Developed Safe Medication Practice eLearning Module to be completed by all Pyxis users on UHN's MyLearning by March 31, 2018



C. difficile Infection (CDI): Implemented a terminal cleaning procedure list & standardized process for CDI patient rooms to improve the effectiveness of cleaning efforts & help reduce CDI



Central Line Infections (CLI): Standardized the insertion kits across UHN to a curved needle to reduce the risk of needle stick injuries



Site-specific Implementation plans created for all 4 sites, customized to address areas with highest harm first



Falls: Created a Post Fall Discussion Tool to assist in determining preventability, themes, & barriers for an improved understanding of falls



Pressure Injuries (PI): Collaborated with Healthcare Human Factors to obtain an understanding of current state practice related to PI prevention



Surgical Site Infections (SSI): Implemented active prewarming in all surgical areas to prevent intra-operative hypothermia (<36°C) and reduce risk of SSI

Patient & Caregiver Engagement



Patient Partner Co-Facilitated the Caring Safely Education Error Prevention Sessions



Patient Partners have shared their stories of harm at Safety & Quality Committee of the Board



HAC team established a patient engagement plan for the interventions in collaboration with patients



Poster presentation at Health Quality Transformation Conference highlighted Patient & Caregiver's perspectives on patient safety



Patient Partners added to the membership of Princess Margaret and Toronto Rehab's Quality Committees

Serious Safety Events (SSE)



Partnered a Patient Safety Specialist with each UHN site to support review & learnings from SSEs



Developed UHN Root Cause Analysis framework for Worker & Patient Safety



Completed two Root Cause Analysis pilots



Established Site Quality of Care Committees at all 4 UHN sites reporting to the UHN Quality of Care Committee

Workplace Safety



Launch of Online Incident Reporting Portal



Successful launch of Slips/Trips/Falls Awareness Campaign



Development & implementation of Slips/Trips/Falls Hazard Assessment



Development of Worker Serious Safety Event Classification Criteria



Development & implementation of Crisis Intervention Training for all areas identified as high & moderate risk



Implementation of Workplace Violence Risk Assessments in moderate risk areas



Introduction of clinical management strategies to mitigate risk related to violence

Looking ahead for the coming year

Education



Second wave of faculty training – another 70-80 faculty to be trained



Rollout of Safety Coaches throughout the organization



75% of UHN staff to be trained by March 31, 2018



Rollout of training to all learners & volunteers



Toolkits to be incorporated into New Employee Orientation & New Leaders Orientation



Leaders orientation



Ongoing support of huddles



Ongoing support of Leadership Methods

Hospital Acquired Conditions (HAC)



Targeted implementations for each of the six HACs to continue in inpatient units across all 4 sites



Targeted implementation activities to include testing, refining & implementing the HAC Prevention Bundles



Each HAC will also finalize supporting materials including toolkits, education content, etc.

Patient & Caregiver Engagement



Implement Hospital Acquired Conditions patient engagement plan



Train UHN Patient Partners in Canadian Patient Safety Institute's Patient Safety Trainer Course



Engage Patient Partners as Safety Trainers to help develop a plan to foster a culture promoting patients to speak up for safety

Serious Safety Events (SSE)



Completing RCA pilots & evaluating framework



Standardizing debriefs



Initiating improvements to the Incident Reporting System



Developing a process to share learnings from Serious Safety Events

Workplace Safety



Call out for trainers and mentors for the Crisis Intervention Training & workplace violence training at PMH



Defining roles, responsibilities and process for the application of UHN's cause analysis framework to worker safety events



Developing & implementing the Slips/Trips & Falls Hazard Assessment



Developing standard workplace safety data reports



Creating a self-service digital platform for access to worker safety data



Piloting MSI prevention strategies in two identified high risk areas



Creating a structure to disseminate hazards reported through the online incident reporting portal