

# PATIENT ENGAGEMENT IN A LARGE-SCALE CHANGE INITIATIVE

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PATIENT SAFETY  
FORWARD WITH  
SÉCURITÉ DES PATIENTS  
PROGRESSER AVEC LES

## ABOUT THE NATIONAL PATIENT SAFETY CONSORTIUM

The National Patient Safety Consortium, a group of over 50 health organizations, governments and patient groups, developed a shared four-year Integrated Patient Safety Action Plan for safer healthcare for Canadians, guided by patients as full partners.

From 2014 - 2018, participation in the Integrated Patient Safety Action Plan grew to:



## RESULTS AND OUTPUTS

The National Patient Safety Consortium resulted in:

- unprecedented collaboration
- policy and practice change
- improved outcomes and experiences for patients and providers across Canada
- guides, tools, checklists, and resources

<p>Engaging Patients in Patient Safety: a Canadian guide</p>	<p>5 Questions to Ask About Your Medications</p>	<p>Patient Safety Culture "Bundle" for CEOs and Senior Leaders</p>	<p>Never Events for Hospital Care in Canada</p>	<p>Am I Safe? Supporting conversations about patient safety in the home</p>
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## HIGHLIGHTS FROM THE EVALUATION

The National Patient Safety Consortium has been called an "exemplar" in collective impact by an independent evaluation. The evaluation included document review, interviews, focus groups, and an online survey.

The evaluation found that "the National Patient Safety Consortium modelled partnering with patients to improve patient safety; members of Patients for Patient Safety Canada were involved in every aspect of the National Patient Safety Consortium and Integrated Patient Safety Action Plan – from the formulation of strategies and action plans to participating as equal team members."

The evaluation highlighted:

- the **importance of a shared purpose** and guiding principles as a "true north" for this large-scale transformational change initiative;
- the need for **ongoing and targeted communication** to increase spread;
- the value in **continuing to refine and choosing actions with greatest impact** and letting go of some; and
- the need to **involve more frontline providers** in the work.

This work is receiving international attention for the focus on collaboration particularly with the degree of patient involvement.



"Even though we accomplished so much already by partnering with one program or one organization at a time, this Collective Impact initiative with the Consortium allowed us as patient partners to exponentially multiply our impact. Being part of this work allowed us to partner with a community of over 270 people (including 27 patient partners) from 50+ organizations."

– Patients for Patient Safety Canada

### Mission

To inspire and advance a culture committed to sustained improvement for safer healthcare.

### Strategy

Lead system strategies to ensure safe healthcare by demonstrating what works and strengthening commitment.

### Patients for Patient Safety Canada

A patient-led program of CPSI. We are the voice of the patient and bring our safety experiences to help improve patient safety at all levels in the health system. Patients for Patient Safety Canada is the Canadian arm of the WHO's Patients for Patient Safety.

### WHO Collaborating Centre

As a WHO Collaborating Centre for Patient Safety and Patient Engagement, CPSI has helped multiple organizations and jurisdictions build capacity for meaningful partnerships with patients.