PATIENT ENGAGEMENT IN A LARGE-SCALE CHANGE INITIATIVE

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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, guided by patients as full partners.

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.

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

Engaging Patients in Patient Safety: a Canadian guide
5 Questions to Ask About Your Medications
Patient-Safety Culture “Bundle” for CEOs and Senior Leaders
Never Events for Hospital Care in Canada
Am I Safe? Supporting conversations about patient safety in the home

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

27 Patients & Family Members
270 Healthcare Leaders
106 Organizations
11 In-person Meetings
86% Actions Complete

“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

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.

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