

## Annual Patient Safety Plan

2021-2022

Ontario Shores Centre for Mental Health Sciences is committed to patient safety. In 2017, Ontario Shores released a 5-year strategic plan that outlines how we will strive towards our vision for Recovering Best Health, Nurturing Hope, and Inspiring Discovery through our four strategic directions: Be Bold, Be Inspiring, Be Caring and Be Extraordinary. Our Patient Safety Plan is designed to align and support Ontario Shore's Strategic Plan and our philosophies of recovery and patient and family-centred care.

Ontario Shores has received a number of awards to recognize our work in patient safety, including:

### 2019

- Excellence Canada: Canada Award for Excellence Platinum Recipient for *Mental Health at Work*
- Canadian College of Health Leaders: Award of Excellence in Mental Health and Quality Improvement

### 2017

- Excellence Canada: Canada Award for Excellence Gold Recipient for *Mental Health at Work*
- Accreditation Canada: Accreditation with Exemplary Standing

### 2016

- Canadian College of Health Leaders: Celebrating the Human Spirit Award

### 2015

- Canadian College of Health Leaders: Award of Excellence in Mental Health and Quality Improvement

At Ontario Shores, we monitor and lead initiatives to track patient safety in our organization in the following categories:

- Aggression/Assaults
- Slip and Falls
- Medication Events
- Self-Harm
- Infection Control
- Elopement
- Miscellaneous (e.g. privacy events, contraband, environmental issues, accidental injury)

A sample of initiatives that address patient safety at Ontario Shores include the following:

- Executive Patient Safety WalkRounds
- Daily Safety Huddles
- Recovery Rounds
- Safe Management Group Training
- SafeWards Model of Care
- Safe Medication Practices Committee
- Falls and Injury Prevention Committee



		<p>committee members and clinical staff</p> <ul style="list-style-type: none"> <li>Review and revise falls care pathway based on up-to-date best practices.</li> </ul> <p><b>Medication Events</b> Re-establish Safe Medication Practices Indicators to ensure that the Safe Medication Practices committee continues to be aligned with the Accreditation Canada Medication Management standards.</p> <p><b>Self-Harm</b> Implementation of a 3-year suicide prevention strategy leading to system-wide culture change committed to reducing suicides.</p> <p><b>Miscellaneous</b> A prospective analysis on choking risk prevention will be completed with a corresponding mitigation strategy action plan.</p>	<p>June 2021</p> <p>December 2020</p> <p>April 2021</p> <p>June 2021</p>	<p>In progress</p> <p>In progress</p> <p>In progress</p> <p>In progress</p>
<b>Enhance the Physical Environment</b>	Implement specific facility enhancements to improve patient safety	Install patient bedroom door locks to enable patients to lock their room but still have free egress.	September 2020	In progress
		Replace clinical analogue cameras with digital cameras to improve resolution in dim light and enable patients to be better seen by clinical staff by camera at night.	April 2021	In progress
		Trial UV light to “clean” air handlers serving ECT and dental areas to improve air quality for patients.	August 2021	Not started
<b>Provide Resources for Improving Patient Safety</b>	Provide ongoing capacity building in patient safety	Share program-based incident report data and incident review findings at Quality and Recovery Committees on a quarterly basis.	Ongoing	Complete and ongoing
		Share organization-wide incident report data and recommendations to the Integrated Quality Committee (IQC) per IQC calendar, including annual review of identified Incident Types and how staff view incident reporting in the BI tool.	Ongoing	Complete and ongoing
		Develop incident reporting form for patients, families and visitors to report safety incidents.	April 2021	Complete

Provide education and training on Patient Safety	Update Patient Safety Handbooks for Clinicians, Patients and Families.	October 2021	Not yet started
	Update Patient Safety LMS module.	October 2021	Not yet started
	Implement annual education on patient safety for all staff including topics such as human factors and incident reporting.	October 2021	Not yet started