



PROGRAM POLICY

NUMBER:	QPS 100
TITLE:	Quality and Patient Safety
CATEGORY:	Quality and Patient Safety
VERSION	3.1
AUTHORITY:	Program Director
LAST REVIEWED:	July 2023
LAST REVISED:	June 7, 2023

BACKGROUND: RPPEO is committed to high quality care and patient safety principles. Patient safety is a fundamental aspect of world-class patient care.

The Ottawa Hospital (TOH) has formally adopted Just Culture as an underpinning philosophy to approaching the improvement of patient care. The Ottawa Hospital, and therefore the RPPEO, is learning how to create a values-supportive culture, balancing accountability between the design of the system in which people work and appropriately holding people accountable for their contribution to the system's performance.

A safe environment encourages the reporting of clinical mistakes, patient safety incidents, unsafe practices, and patient safety hazards.

POLICY: RPPEO will create and maintain and Quality and Patient Safety Program that operates using Just Culture principles to foster a system of safety reporting and balances the accountability of the individual and the system in the continuous quality improvement cycle.

PROCEDURE: The RPPEO creates and maintains a fair and Just Culture of patient safety through the following:

- RPPEO identifies, reviews, and acknowledges the risk of patient safety incidents, near misses, and adverse events in out-of-hospital calls for service through peer review;
- Provides an avenue to report patient safety incidents, near misses, and hazards in a supportive Just Culture environment;
- RPPEO partners with paramedics, paramedic services, allied health organizations, regional health organisations, and other stakeholders to work collaboratively on identifying and implement strategies that promote patient safety and improve the quality of out-of-hospital care.
- Information collected for quality reviews will be used for quality improvement to support and perpetuate the continuous quality improvement cycle.

The RPPEO is responsible for developing, implementing, and maintaining a robust quality and patient safety system designed to identify and address patient care issues, near misses, adverse events, and emerging clinical trends, through a variety of integrated quality initiatives which include, but are not limited to:

- a Quality and Patient Safety Framework;
- RPPEO Quality of Care Advisory Committee;
- clinical peer review;
- incident analysis;
- performance measurement; and,
- benchmarking.

RELATED POLICIES/LEGISLATION:

Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care – May 2008

Ontario Regulation 257/00, Government of Ontario - January 2011

Advanced Life Support Patient Care Standards, Ministry of Health and Long-Term Care - May 2018 v4.5

Quality of Care Information Protection Act, Government of Ontario - 2016

Execution of Strategic Improvement Initiatives, Institute for Healthcare Improvement

The Conceptual Framework for the International Classification of Patient Safety, World Health Organization

Effective Governance for Quality and Patient Safety, Canadian Patient Safety Institute

RPPEO Quality and Patient Safety Framework

Just Culture Training for Managers, Healthcare Edition, Outcome Engenuity, LLC

REVISION RECORD:

Version #	Revision Date	Summary of Changes
2.0	December 2018	Replaced “without fear of reprimand” with “adverse events in a Just Culture environment.” Added “Information being collected for quality assurance will be used for quality improvement.”
3.0	2019	
3.1	June 2023	Police rewritten to focus on just culture, clearly establish the policy statement and clearly define the “procedure” sections.