



## PROGRAM POLICY

<b>NUMBER:</b>	QPS 100
<b>TITLE:</b>	Quality and Patient Safety
<b>CATEGORY:</b>	Quality and Patient Safety
<b>VERSION</b>	2.0
<b>AUTHORITY:</b>	Program Director
<b>LAST REVIEWED:</b>	January 2019
<b>LAST REVISED:</b>	February 25, 2019

**POLICY:** RPPEO is committed to quality and patient safety.

Patient safety is a fundamental aspect of world-class patient care.

The Ottawa Hospital (TOH) has formally adopted Just Culture as an underpinning concept to the improvement of patient care, quality and safety. The Ottawa Hospital, and therefore the RPPEO, is learning how to create a values-supportive culture, balancing the need for an open reporting environment, while appropriately holding employees accountable for their contribution to organizational success.

A safe environment encourages the reporting of mistakes and hazards.

**PROCEDURE:** The RPPEO will create a fair and Just Culture of patient safety:

- That recognizes and acknowledges the risk of patient care variances, near misses, and adverse events;
- Where paramedics can report patient care variances, near misses, and adverse events in a Just Culture environment; and,

- Where the RPPEO, its stakeholder services, their paramedics, and other stakeholders work collaboratively to identify and implement strategies and practices that keep patients safe at the individual paramedic level and within the system. This will be done by linking educational supports with system design improvements.
- Information collected for quality assurance will be used for quality improvement.

The RPPEO is responsible for developing, implementing, and maintaining a robust quality and patient safety system designed to identify and address patient care variances, 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 Advisory Committee (in accordance with PA);
- clinical peer review;
- root cause analysis;
- clinical audit;
- performance measurement; and,
- benchmarking (against Provincial Base Hospitals).

**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

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:**

<b>Version #</b>	<b>Revision Date</b>	<b>Summary of Changes</b>
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.”