



Operational Plan 2019-2020

Goal 1: Strengthen public awareness of patient's "right to ask"

1a Promote public's awareness of their "right to ask"

- i provide education sessions for organizations - seniors, chronic, parents
- ii "Make it Personal" interviews and League of Champions roster
- iii "Make It Safe To Ask" project
- iv patient advocate pilot project
- v develop template for health plan to support public in self-advocacy
- vi "It's Safe to Ask" hospital bedside questions pilot

1b Enhance volunteer program to provide education and outreach

- i modernize delivery methods of education
- ii develop plan for alliance with community groups with expertise in underserved populations

Goal 2: Support inclusion of patient safety science and patient centred care in practice

2a Increase focus on patient safety science in entry to practice education

- i review curriculum alignment with patient safety competencies
- ii consult academic leaders to support integration of patient safety competencies into curriculum and faculty development

2b Work with healthcare providers to increase awareness of leading practices

- i explore and implement effective methods to communicate leading practices to healthcare providers
- ii update and maintain website and social media
- iii develop and pilot patient safety reporting and learning system
- iv engage healthcare leaders in patient safety and leadership education
- v engage CPSI, RHA's, provincial health organizations, Shared Health and government on governance training



Goal 3: Collaborate with stakeholders to strengthen patient safety in existing systems

- 3a **Strengthen relationship with Shared Health and government to align efforts**
 - i address patient safety as priority in health system transformation

- 3b **Strengthen membership model**
 - i review member commitments to demonstrate alignment to MIPS priorities