



Operational Plan 2018-2019

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

- 1a **Promote awareness of "right to ask"**
 - ii provide education sessions for organizations - seniors, chronic, parents
 - iii "make it personal" League of Champions
 - iv "make it safe to ask"
 - v patient advocate pilot project

- 1b **Enhance volunteer program to provide education and outreach**
 - i reviewing and updating presentation content and delivery
 - ii develop and implement recruitment strategy to increase volunteer capacity
 - iii maintain and support volunteers to utilize strengths and interests
 - iv develop and utilize electronic reporting and data collection system

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 identify and prioritize post-secondary provider education programs
 - ii review curriculum alignment with patient safety competencies (2019-2020)
 - iii support faculty development and embed patient safety competencies into curriculum (2019-2020)

- 2b **Work with healthcare providers to increase uptake of leading practice**
 - i distribute leading practices, MIPS Tips and research



- ii update and maintain website and social media
- iii develop and implement CI project

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

3a Strengthen relationship with Shared Health and government

- i ongoing communication with Shared Health
- ii identify opportunities for collaboration
- iii engage government in review of guidelines for regulators for codes of ethics standards of practice (2019-2020)
- iv Engage RHA's, provincial health organizations, Shared Health and government on governance training (2019-2020)

3b Strengthen membership model