



MANITOBA INSTITUTE
FOR PATIENT SAFETY

Make It Personal: Interview Series

September 6, 2018

An Interview with Susan Lessard-Friesen

Protecting the Public

When I meet Susan Lessard-Friesen, it is obvious that she loves her job. “Even if there have been lots of frustrating things that have happened in my day, when I go home at night, I know I have been a part of something that has made a difference”. How does Susan make this difference? One way is that she works as the Registrar at the College of Pharmacists of Manitoba. To understand her role in patient safety, it helps to understand the role of the College of Pharmacists of Manitoba.



The mission of the College of Pharmacists of Manitoba is “to protect the health and well-being of the public by ensuring and promoting safe, patient-centered and progressive pharmacy practice in collaboration with other health-care providers.” One major task in this mission is licensing all 1600 pharmacists and 450 pharmacies in Manitoba. Not only does the College determine if the pharmacist and/or pharmacy have the correct qualifications for safe professional practice, they also support continued professional development, and quality improvement. This includes developing continuing education programs and practice guidelines, and keeping tabs on high quality resources being developed by others that would support Manitoba pharmacists. Susan’s work at the College was recognized when she was honoured with the first Patient Safety Champion Award presented in 2014 by the Manitoba Institute for Patient Safety.

Innovative Initiatives to Improve Patient Safety

Susan’s passion for patient safety comes through when she is describing some innovative projects that will improve the safety of all Manitobans. In a new project called Safety IQ, pharmacists in Manitoba will be able to easily report safety issues through a computerized system, including what happened, why it happened and how to avoid it in the future. Multiple provinces will be inputting this information into the same database, so that trends can be determined. From this information, reports will be provided to pharmacists across the country,



102-175 Carlton Street
Winnipeg, MB R3C 3H9



mips.ca
safetoask.ca



204-927-6477
1-866-927-6477



Find us on Facebook,
Twitter & YouTube

so that they can implement strategies to help prevent potential errors from occurring in their pharmacy.

Patient Safety is Everybody's Role

Susan believes that everybody has a role in patient safety. "It doesn't matter what you do at the College, everybody is contributing to improving patient safety, whether it's putting together a file for someone seeking a license or whether you are out inspecting a site."

In addition, the College is where complaints are taken about pharmacy practice. If there is a concern about pharmacy practice, it doesn't matter if you are a pharmacist, another health professional, a patient, or a family member, you have the responsibility to take this complaint to the College. The College listens to the complaint, and works to resolve the complaint, whether that is through simply providing an avenue for communication, providing mediation, or determining the need for disciplinary action.

Going Above and Beyond

Susan's passion has motivated her to promote patient safety outside of the profession of pharmacy. She is currently engaged in work that is reviewing critical incident reporting for all professions. Medication errors are an obvious critical incident, but for other professions, potential or actual errors are less clear. "It is important for us as health professionals, to determine what constitutes incidents in our professions, and to report them so that we can learn from each other".

Patient Safety's Golden Rule

When asked what patient safety means to her, Susan says that it is providing care to your patients as if they were one of your family members. To do this, practitioners can support patients in being participants in their care, to let them know their patient rights, and to involve them in the health decisions that are being made about their care.

As a health care professional myself, Susan's vision of patient safety resonates with me. If we all treat our patients with the respect and care that we do our loved ones, we can all have confidence that our family members will receive the best care possible. I hope all health care professionals will take on this challenge, so we can all go home every night knowing that we have been a part of something that made a difference.

The Manitoba Institute for Patient Safety (MIPS) is an independent, not-for-profit corporation established in 2004 to promote and coordinate activities that improve patient safety and enhance quality healthcare in Manitoba.

Written by MIPS Volunteer, Cara Brown