

Backgrounder

What is SHIFT to Safety?

SHIFT to Safety is the source for patient safety information in Canada for members of the public, healthcare providers and healthcare leaders. This national database of essential information and advice will help you to navigate the healthcare system and advocate for patient safety.

SHIFT to Safety represents a new way of thinking about the current state of patient safety and quality improvement. Improving the safety and quality of care in Canada requires a concentrated effort by the public, providers and healthcare leaders.

SHIFT to Safety will help:

- Patients and their families **SHIFT** to advocate for their healthcare safety.
- Healthcare providers **SHIFT** to prioritize safety when caring for patients.
- Leaders in healthcare organizations **SHIFT** to create a positive patient safety culture.

SHIFT to Safety aims to answer the most pressing questions in patient safety:

- How do I prevent harm?
- How can I respond when harm happens?
- How can I learn from harm that's already happened?

SHIFT to Safety is a program of the Canadian Patient Safety Institute. Over time, current and future Canadian Patient Safety Institute offerings will all fold into the **SHIFT to Safety** lens and be directed to one of the three target audiences: public, provider or leader.

SHIFT to Safety officially launched on July 20, 2016. Visit the mobile friendly site, www.SHIFTtosafety.com. Content is filtered based on whether you're a member of the public, a provider or a leader, making it easy to see patient safety information that is specifically designed for you.

Where did we start and where are we going?

For more than 10 years, the Canadian Patient Safety Institute's flagship program, *Safer Healthcare Now!*, has provided healthcare providers, (largely those working on the frontline in acute care settings), with the tools and resources they need to provide safer care for their patients. During its time, *Safer Healthcare Now!* was incredibly successful with thousands of healthcare teams using interventions to improve care.

While a bottom-up approach to quality improvement and patient safety was a revolutionary concept 10 years ago, it is not sufficient on its own to sustain measurable change over time; ongoing support is required from organizational leaders. In addition, patients and families must be positioned as full partners in care.

Last year, the Canadian Patient Safety Institute conducted an exhaustive consultation process with both its users and staff to better understand the need going forward. The feedback was crystal clear: transformational change does not happen without culture change. Frontline engagement is a must, but it is no longer enough.

While patients, family members, providers and leaders each had their own primary needs, what we heard can be distilled into three themes:

- Fear of speaking up - clearly identified desire to have opportunities for safe dialogue that would promote patient safety.
- Lack of communication - people within the health system are reaching out, looking for more ways to connect and breakdown the silos and complexity that is pervasive. They need help to do this.
- Too much work - Within the health system people are desperate for team training and problem solving skills, they cannot and will not adopt another patient safety 'solution' which lays on complexity and procedures with little tangible outcome.

Based on evidence and the feedback, **SHIFT to Safety** was designed with three main pillars:

1. **SHIFT to Safety provides opportunity for two-way conversations.** It includes the entire care team including the patients and families as partners. It allows for feedback and connection, it creates communities to support safety improvement efforts, and it allows for co-creation of the platform itself to ensure we are meeting the needs of our consumer.
2. **SHIFT focus from clinical interventions to behavior change,** implementation science and resilience interventions; is what will impact change at a system level, and build positive safety cultures within healthcare.
3. **SHIFT to Safety will curate the best evidence and resources** and offer teams the opportunity to apply these with support. To positively impact patient safety, all content will meet the criteria of helping prevent harm, responding to harm and learning from harm that has occurred.

SHIFT to Safety will deploy system level improvement collaboratives that are designed to integrate the public, providers, and leaders into patient safety and quality improvement efforts with the goal of working together as a team. **SHIFT to Safety** will also include content that isn't geared solely towards clinical, frontline interventions, placing a greater emphasis on the context of care improvement with a special focus on teamwork, culture and communication.

What sets SHIFT to Safety apart?

Improving patient care safety and quality in Canada requires everyone's involvement. **SHIFT to Safety** is a major SHIFT to empower and provide the tools and information you need to keep patients safe, whether you are a member of the public, a practitioner, or a leader.

Today's patients are overwhelmed with information, treatment options, complicated systems and procedures. Healthcare providers need to use this information to make sound decisions to safely care for their patients. Ensuring the whole system works together seamlessly, while encouraging a patient safety approach in an

organization is challenging. Join us in making safety a priority while navigating the healthcare system. Make the SHIFT today!



PUBLIC

SHIFT to Safety helps you advocate for your healthcare safety. Empower yourself with information and tools to help you ask good questions, connect with the right people, and learn as much as you can to keep you or a family member safe while receiving healthcare.

When you or a family member needs medical attention, you expect safe, thorough care. You also expect to be heard. No one knows your own body and situation better than you. **SHIFT** your focus to what really matters—the patient. You will find resources to:

- Speak up and ask questions.
- Share as much as you can about your illness or injury.
- Learn what to expect if you've experienced harm.
- Make your home care safe.
- Connect with the right healthcare experts and teams, at the right time.



PROVIDER

SHIFT to Safety helps you put the spotlight on patient safety by emphasizing teamwork, interactive communication, and patient safety culture tools. **SHIFT** your focus to what you do best—care for patients.

Patient safety is complex. Your time is limited, so you need to be as efficient and effective as possible. **SHIFT** to prioritize safety when caring for patients. Get information and tools to help you answer critical questions, work together as a healthcare “team,” respond effectively to safety incidents, and reduce the risk of patient injury:

- Answer your patients’ critical questions.
- Direct patients to the right experts and resources.
- Effectively respond to a patient safety incident.
- Provide optimal service as a healthcare “team”.
- Manage your organization’s risks to prevent injury.



LEADER

SHIFT to Safety helps you create lasting, positive patient safety behaviours in your organization. **SHIFT**ing to a positive patient safety culture isn’t easy for healthcare leaders. You need to capture your team’s attention and create an environment that promotes patient care, collaboration, and learning—all within an integrated, straightforward system.

SHIFT your focus to what really matters—patient safety. Discover tools and resources to help you inspire a lasting, positive patient safety culture by capitalizing on learning opportunities, team performance, organizational change readiness, and safety incident management:

- Inspire a safety mentality.
- Identify team learning opportunities.
- Lead through patient safety incidents.
- Measure patient safety progress and quality.
- Build high-performing healthcare “teams”.



Your source for patient safety

- Choose your healthcare options wisely.
- Solve patient safety issues more quickly.
- Manage your organization's readiness for change.

About Canadian Patient Safety Institute (CPSI)

The Canadian Patient Safety Institute (CPSI) is a not-for-profit organization that exists to raise awareness and facilitate implementation of ideas and best practices to achieve a transformation in patient safety. Funded by Health Canada, CPSI reflects the desire to close the gap between the healthcare we have and the healthcare we deserve. www.patientsafetyinstitute.ca

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