



Culture of Safety Q&A

Question & Answer

1. What is the focus of the Culture of Safety goal?

The goal is to create a culture of safety throughout the BC Cancer Agency. The Culture of Safety goal covers variety of topics, including complaints, ethical issues, fall prevention, patient safety plans, and unusual occurrence and critical incidents.

2. What ROPs are covered in the Culture of Safety goal?

There are nine Required Organizational Practices (ROPs) within this goal. They call for BCCA to:

- Establish a reporting system for sentinel events (critical incidents), adverse events (unusual occurrences) and near misses, including appropriate follow-up. The reporting system is in compliance with any applicable legislation and written any protection afforded by legislation.
- Have a formal and open policy process to disclose adverse events to patients and families, including support mechanisms for patients, family, staff and service providers in adverse events.
- Provide the PHSA with quarterly reports on client safety, including recommendations arising out of adverse incident investigation and follow-up and improvements made.
- Complete one patient safety related prospective analysis per year and implements appropriate improvements.
- Adopt safety as a strategic priority or goal.
- Develop and implement a Patient Safety Plan and implement improvements to patient safety as required.
- Have defined roles, responsibilities and accountabilities of leaders, staff, service providers and volunteers for patient care and safety.
- Inform and educate patients in writing and verbally about the patient and family's role in promoting safety.
- Implement and evaluate a fall prevention strategy to minimize the impact of patient falls.

3. Are there any Recommendations within the Culture of Safety goal?

The Culture of Safety goal contains three Recommendations from Accreditation 2005. Those Recommendations require BCCA to:

- Review the complaint policy and make it known to patients, families and staff.
- Establish processes, and make resources available to assist professionals who may be faced with ethical dilemmas arising from patient care.
- Develop a formal process to address any recommendations identified through the Agency's unusual occurrences and critical incidents policies to ensure that subsequent incidents do not occur.



4. The ROPs refer to a Patient Safety Plan.

What is this and where can we find more information about it?

BCCA has created a Patient Safety Plan, which was formalized in September 2008. The Plan outlines the measures we have in place to provide a safe environment for our patients, as well as the roles and responsibilities of our leaders and staff in fostering patient safety. This spring, staff will be invited to forums to discuss the Patient Safety Plan and opportunities to continue to improve the safety of our patients.

5. How will the Culture of Safety ROPs and Recommendations be evaluated?

Surveyors will use the traditional methods to assess compliance with standards, including team interviews, patient interviews, staff interviews, documentation review, tours, and review of indicator data. Surveyors will also follow a test for compliance that has been outlined for each ROP.

6. Who needs to be aware of the Culture of Safety ROPs and Recommendations?

Surveyors will meet with teams, individual physicians and staff, students and volunteers, so everyone should be aware of our six Quality and Safety goals and their associated ROPs and Recommendations. If you are asked a question on an unfamiliar topic, please refer the surveyor to the appropriate department or individual, or to your manager.

7. What kind of questions will surveyors ask about our Culture of Safety goal?

A sampling of the Culture of Safety questions that a surveyor may ask, include:

- How does BCCA monitor and follow-up unusual occurrences or critical incidents?
- Does BCCA complete a detailed review of a patient care process?
- What do you do if you have an ethical dilemma?
- Are patients and families educated about the patient and family's role in promoting safety?

8. What are the other goals?

In addition to Culture of Safety, our Accreditation program focused on:

- **POPULATION ONCOLOGY** – Deliver a population-based cancer control program across the continuum of care, from prevention to end-of-life care.
- **WORK LIFE/WORKFORCE** – Create a work life and physical environment that supports the safe delivery of care and service.
- **INFECTION PREVENTION AND CONTROL** – Reduce the risk of site-acquired infections and their impact across the continuum of care/service.
- **MEDICATION MANAGEMENT** – Ensure the safe use of high-risk medications.
- **COMMUNICATION** – Improve the effectiveness and coordination of communication among care/service providers and recipients across the continuum.

9. When will we find out more about the other goals?

So far, we have provided detailed information on the Population Oncology and Work Life/Workforce goals. Between now and June, we will provide information and training materials on the remaining three Quality & Safety goals – one goal area profiled every two-three weeks.

10. Where can I get more information?

To find out more about Accreditation and our Culture of Safety goal, please speak with your manager or visit the Accreditation folder on folder on H:\EVERYONE\Accreditation 2009, or email accreditation@bccancer.bc.ca.

About Accreditation 2009

From May 31-June 4, 2009, the BC Cancer Agency will host Accreditation Canada surveyors at each of our care and research centres. By participating in the Accreditation program, we are able to showcase our population-based cancer control program and demonstrate our commitment to continuous quality improvement, patient safety, improved efficiency and accountability.

Learn more at <H:\EVERYONE\Accreditation 2009> or email questions to accreditation@bccancer.bc.ca.