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CANADIAN HEALTH SERVICES RESEARCH FOUNDATION
FONDATION CANADIENNE DE LA RECHERCHE SUR LES SERVICES DE SANTÉ

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ASSESS AND IMPROVE QUALITY
AND PATIENT SAFETY CULTURE

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Objective

- Understand the importance of board leadership to assess and improve an organizational culture focused on quality.

PRINCIPLES

CULTURE

- Every health organization must aspire to a culture of quality and patient/client safety
- The board has a key leadership role to play in fostering and supporting such a culture

CULTURE

A DEFINITION

Shared basic assumptions that are:

- Invented, discovered or developed by the group as it…
- Learns to cope with the problems of internal integration and external adaptation in ways that…
- Have worked well enough to be considered valid, therefore…
- Can be taught to new members…
- As correct ways to perceive, think and feel in relation to these problems.

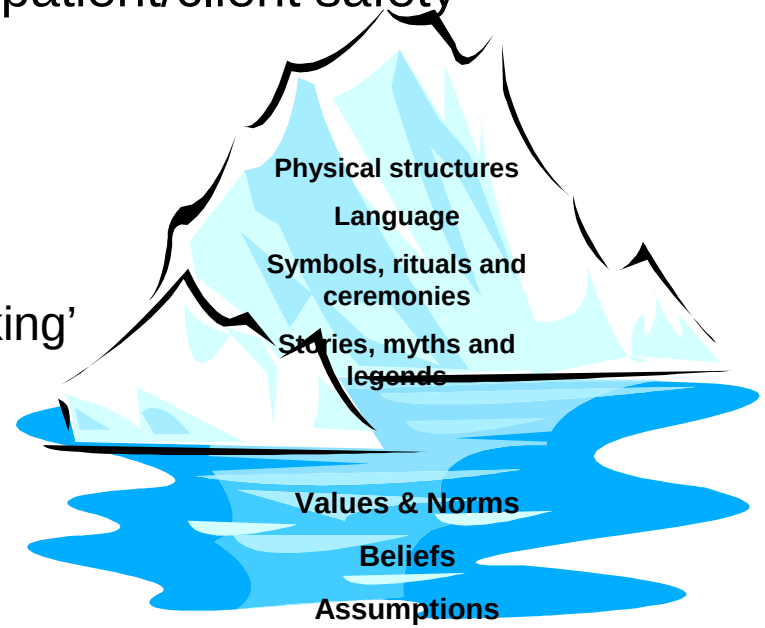
Reference: Schein in Weick and Sutcliffe (2001, page 21)

Culture

A Definition

Culture is a combination of:

- An organization's structure, control systems, rules, regulations and practices designed to enhance quality and patient/client safety
- The values it professes
- Its values in practice
  - 'the way we do things around here'
  - 'the way people behave when no one is looking'
  - 'behaviours that are condoned/rewarded'

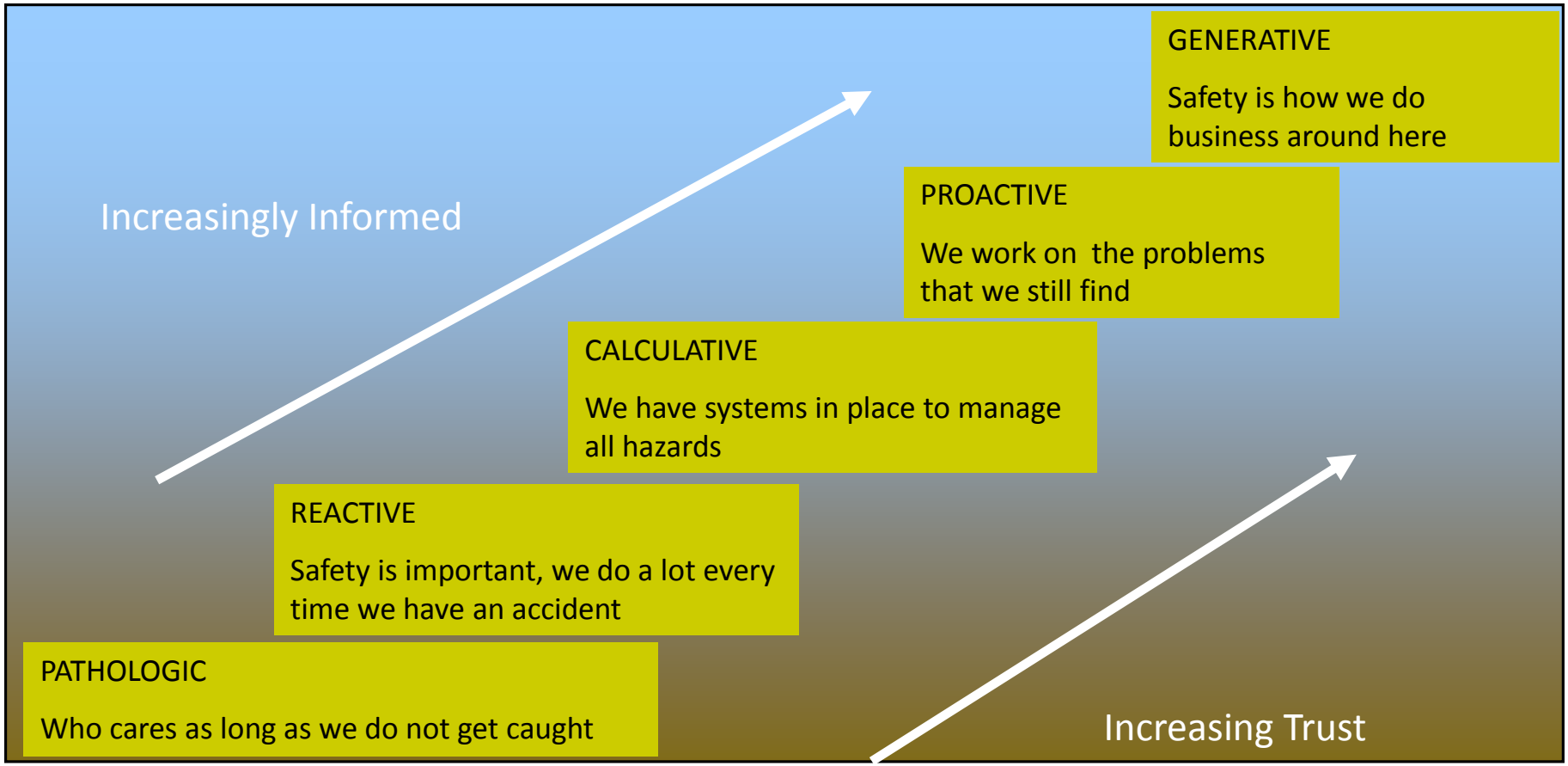


THE BOARD'S OVERALL CULTURE

Playing a Leadership Role in the Pursuit of Excellence:

- A robust engagement of board members demonstrated by:
  - High enthusiasm
  - Constructive deliberations and respectful dissent
- Mutual trust and willingness to take action with a commitment to the organization's:
  - Vision, mission and values
  - Openness to discussing performance issues (financial and quality)
  - Taking action when necessary
- A commitment to high standards and the pursuit of excellence in all endeavors

CULTURE OF QUALITY AND PATIENT/CLIENT SAFETY



KEY BUILDING BLOCKS

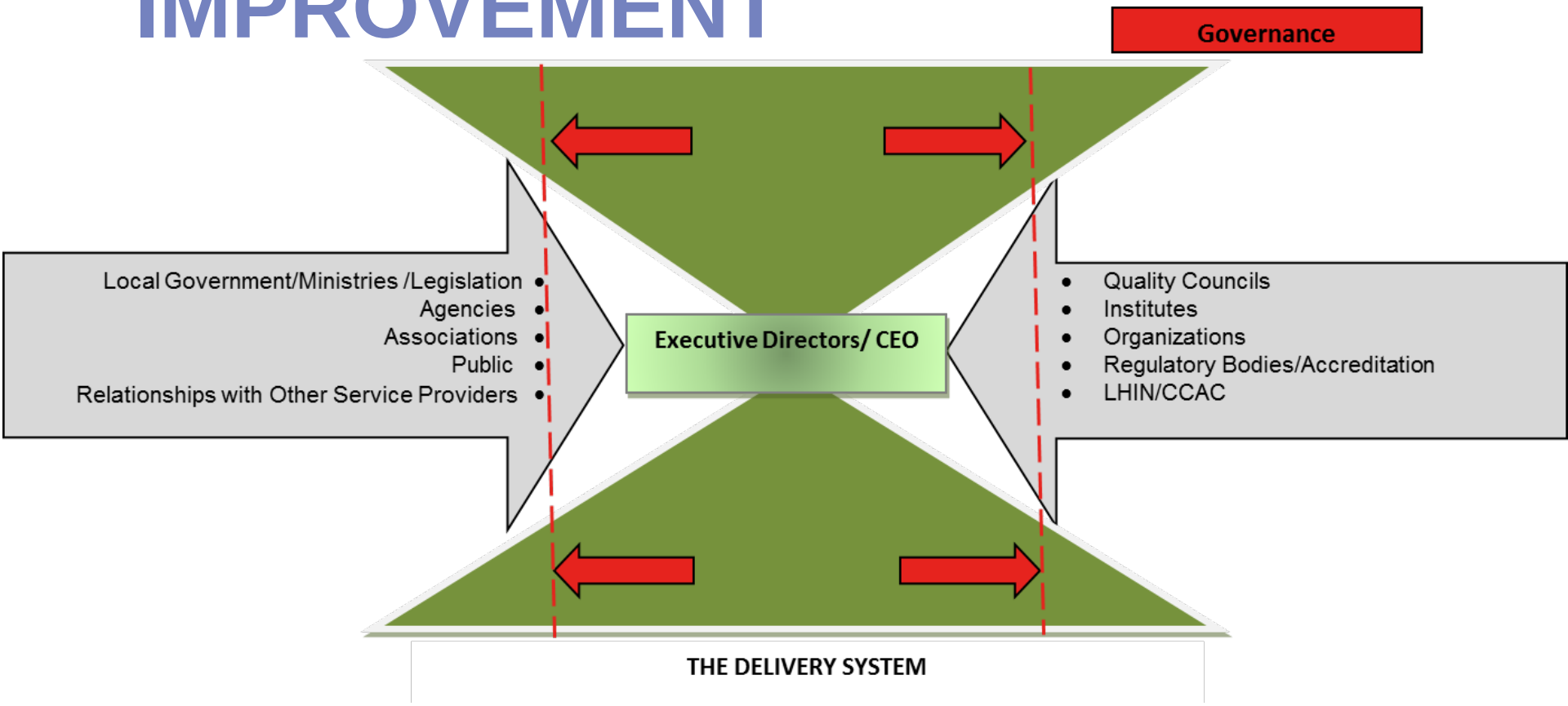
QUALITY CULTURE

1. Board-Driven Quality Improvement Plan
2. Patient/Client Centred
3. Inter-professional Collaboration
4. Involving the Community and Integrating Across the Healthcare Sector

5. Board Commitment to Transparency and Accountability
6. Identifiying and Managing Patient/Client Safety Issues

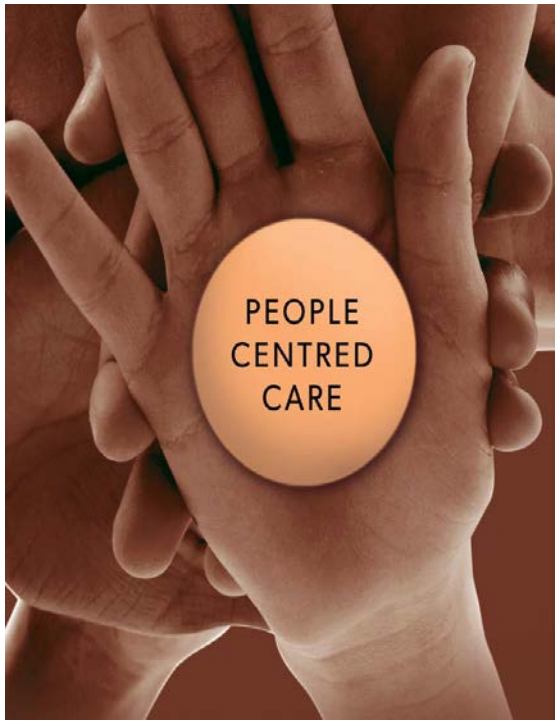
KEY BUILDING BLOCKS

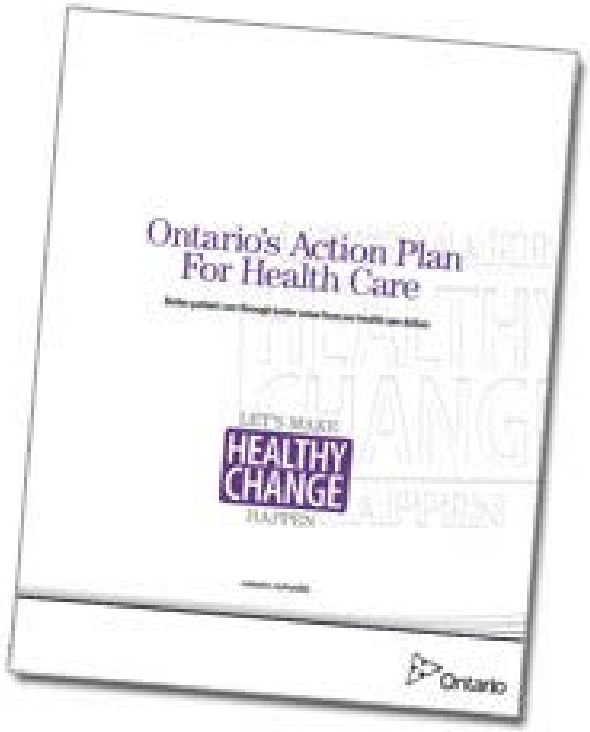
BOARD DRIVEN QUALITY IMPROVEMENT



KEY BUILDING BLOCKS

PATIENT/CLIENT CENTRED CARE





KEY BUILDING BLOCKS
INTER-PROFESSIONAL COLLABORATION

KEY BUILDING BLOCKS

INVOLVING THE COMMUNITY AND INTEGRATING ACROSS THE HEALTHCARE SECTOR

- **RIDEAU COMMUNITY HEALTH SERVICES**

KEY BUILDING BLOCKS

BOARD COMMITMENT TO TRANSPARENCY AND ACCOUNTABILITY

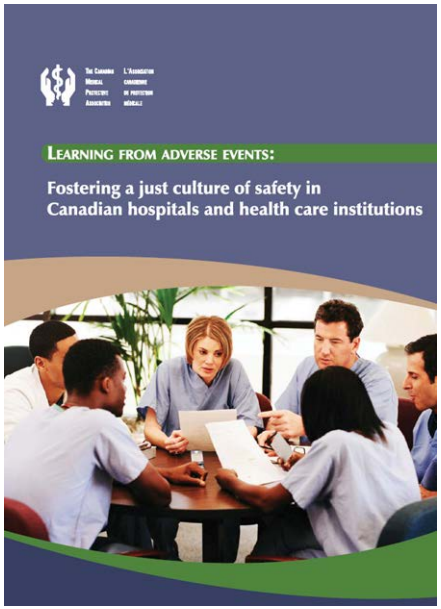
- **NORTH PERTH FAMILY HEALTH TEAM**

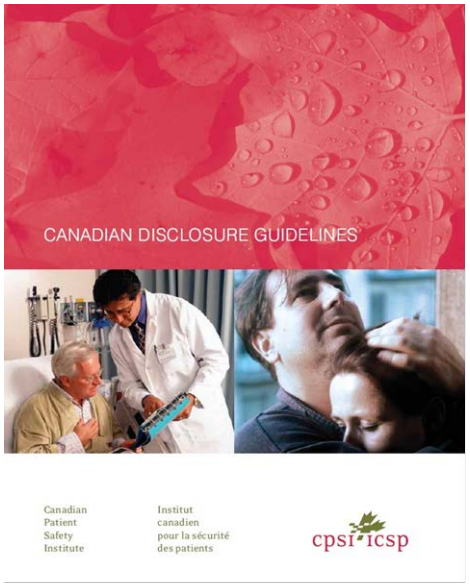
North Perth Family Health Team

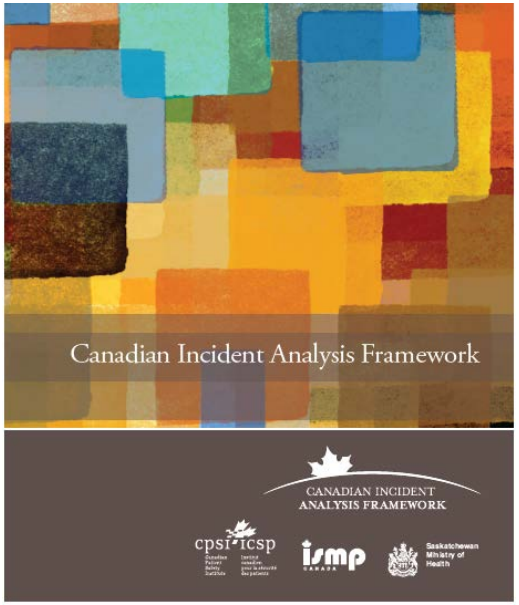
Helping you to health yourself

KEY BUILDING BLOCKS

IDENTIFYING AND MANAGING PATIENT/CLIENT SAFETY ISSUES







LEVERS FOR QUALITY CULTURE

- Accreditation
- Quality Improvement Plans

ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services
Force motrice de la qualité des services de santé

Canadian Centre for Accreditation
Excellence in community services

Centre canadien de l'agrément
L'excellence en matière de services communautaires

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CULTURE STORIES

- Bruyere Academic Family Health Team

  Governing for Quality

THANK YOU

QUESTIONS?

CAPABILITY ASSESSMENT

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