Talking About Patient Safety Incidents

nova scotia health

www.nshealth.ca

Talking About Patient Safety Incidents

What is a patient safety incident?

- People expect safe health care. Health care providers work hard every day to give safe, excellent care. Despite our best efforts to keep you safe, there are risks to being in the hospital.
  - › For example, a patient may fall, or get an infection or a pressure injury (bedsore), or be given the wrong dose of medication.
- These events are called **patient safety incidents**.
- Most patient safety incidents do not cause any harm, or they are found and fixed before they affect a patient.
- Not all patient safety incidents can be prevented. Nova Scotia Health is committed to helping you recover if you are harmed during your care. We are also committed to improving the safety and quality of the care we give.

What if I notice a patient safety incident?

You are an active member of your health care team and can help us keep you safe. If you feel you may have seen a patient safety incident, tell a staff member right away.

How are patient safety incidents reported?

Nova Scotia Health uses an electronic system called SIMS (Safety Improvement and Management System) to report and follow up on patient safety incidents. Staff will report the incident in this system, so we can start the follow-up process. Our goal is to learn from the incident, so we can improve the safety and quality of the care we provide.

What is disclosure?

When a patient safety incident happens, the patient has the right to know:

› What happened
› Why it happened
› What will be done to make care safer

These conversations are called **disclosure**. Disclosure is meant to support you and rebuild trust.

How will disclosure help me?

Disclosure helps you understand:

› What happened to you

› How the incident affects your care and service

› How we can support you

It tells you what we have learned and what will be changed to keep that kind of incident from happening again.

How does disclosure take place?

☑ Disclosure starts when the incident is found. We will talk to you and your family and/or support person(s) about what happened as soon as we can.

☑ We will talk about what the next steps are in your care plan.

☑ We will apologize for what has happened.

☑ You will have a chance to ask questions, and you will get open and honest answers to them.

☑ We will ask you what follow-up you would like, and who you would like to have with you during future conversations.

Who will talk to me?

A health care provider or staff member who:

› You are comfortable talking to.

› Knows the facts about what happened.

What else do I need to know?

☑ You have the right to be treated with respect, compassion, and dignity.

☑ You have the right to ask for a second opinion about your care from another health care provider.

☑ You have the right to ask for another health care provider to care for you.

☑ You have the right to make a formal complaint (see contact information on next page).

What are your questions?
Please ask. We are here to help you.

Where can I find more information?

The Canadian Patient Safety Institute (CPSI)
> www.patientsafetyinstitute.
ca/en/toolsResources/
PatientSafetyIncidentManagementToolkit/
IncidentManagement/Pages/Disclosure.
aspx

Patient/Family Feedback

When you are at home, if you have questions or comments, please call the **Healthcare Experience team**:
> Phone (toll-free): **1-844-884-4177** for any of our locations

Annapolis Valley, South West, and South Shore areas
> Email: WZpatientrelations@nshealth.ca

Colchester, Cumberland, Pictou County, and East Hants areas
> Email: NZpatientrelations@nshealth.ca

Cape Breton, Antigonish, and Guysborough areas
> Email: EZpatientrelations@nshealth.ca

Halifax Regional Municipality, Eastern Shore, and West Hants areas
> Email: CZpatientrelations@nshealth.ca

Notes:

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This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:
https://library.nshealth.ca/Patients-Guides

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: https://811.novascotia.ca

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