

**We want to hear from you. To contact us:**

**Patient and family feedback**

- › Phone (toll-free): 1-844-884-4177

**Annapolis Valley, South West, and South Shore**

- › Email: [WZpatientrelations@nshealth.ca](mailto:WZpatientrelations@nshealth.ca)

**Colchester, Cumberland, Pictou County, and East Hants**

- › Email: [NZpatientrelations@nshealth.ca](mailto:NZpatientrelations@nshealth.ca)

**Cape Breton, Antigonish, and Guysborough**

- › Email: [EZpatientrelations@nshealth.ca](mailto:EZpatientrelations@nshealth.ca)

**Halifax Regional Municipality, Eastern Shore, and West Hants**

- › Email: [CZpatientrelations@nshealth.ca](mailto:CZpatientrelations@nshealth.ca)

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.

*Prepared by:* Quality Improvement and Safety

*Designed by:* Nova Scotia Health Library Services

WX85-2428 © August 2024 Nova Scotia Health Authority

To be reviewed August 2027 or sooner, if needed.

# What is a Quality Review?

# Quality Review for Patients and Support Persons

- **Patient safety is our priority.** Health care providers at Nova Scotia Health work hard to give safe, excellent care. However, health care has risks. Sometimes things may happen while you are in the hospital that may cause harm. For example, you may:
  - › fall.
  - › get an infection or a pressure injury (bedsore).
    - › be given the wrong dose (amount) of medication.

- These are called **patient safety incidents**. For more information about patient safety incidents:

- › Ask a member of your health care team for a copy of pamphlet 1448, *Talking About Patient Safety Incidents* or visit: [www.nshealth.ca/patient-education-resources/1448](http://www.nshealth.ca/patient-education-resources/1448)

- › Scan the QR code on your smartphone (open the camera on your smartphone, point the camera at the code, and tap the banner or border that appears to open the document)



- You can share information by:
  - › talking with a team member.
  - › writing a letter.
  - › making an audio or video recording.
  - › other ways.

If you would like to share information, please tell a member of your health care team.

- If you would like to know what recommendations were made from the review, please ask a member of your health care team.

**Note:** The recommendations from a quality review focus on processes, systems, and policies to provide better care to patients in the future. A quality review does not answer specific questions or address concerns about your care or the care of your loved one.

**Your questions and concerns are important to us.** If you have any questions or concerns about your care or the care of your loved one, these can be addressed through a care review by the Patient Relations team (see back cover).

- All patient safety incidents resulting in harm must be disclosed to the patient, family, and/or identified support persons.
- The goals of disclosure are:
  - › to support you.
  - › to rebuild trust between you and your health care team and create transparency.
- Nova Scotia Health staff put the dignity and respect of patients, families, support persons, and communities at the centre of every decision we make. Quality reviews help us learn why patient safety incidents happen and how we can prevent them in the future.

### **How am I involved in a quality review?**

- If you or your loved one have a serious patient safety incident, this will be disclosed to you. At that time, staff may tell you there will be a quality review.
- A team member involved in the review will contact you to tell you there will be a quality review.
- They will ask what information (if any) you would like to share about your experience. Your perspective and the impact of your and/or your family member(s) experience will be included as part of the quality review. This can also include your suggestions about ways to improve care.

### **What is a quality review?**

- After a serious safety incident, a quality review is done. A quality review is when members of a patient's health care team review the care and treatment the patient received. Team members involved in a quality review may include:
  - › Nurses
  - › Dietitians
  - › Doctors
  - › Managers
  - › Physiotherapists
  - › Other health care (PT) staff
  - › Occupational therapists (OT)
- The team will use what they learn to recommend ways to provide safer care for patients.
  - › For this reason, the team tracks the progress of these recommendations to help prevent these types of incidents from happening again. This helps them provide better and safer care.
- There are many quality improvement and safety teams. Quality reviews may be done by:
  - › A local unit, site, or department
  - › A local program team
  - › A zone or a provincial team

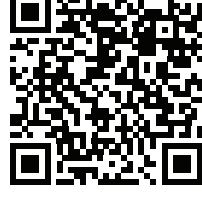
- Quality reviews are confidential. This means that they do not use any personal information (like patient or staff names).
- Quality reviews are legally protected under the provincial *Quality Improvement Protection Act (QIIPA)*. This law protects health care information that is used for quality improvement.
- The goal of a quality review is **not** to review how a specific health care provider acted or provided care. If you or your family have these questions or concerns, a care review can be done. This is different from a quality review. Please contact Patient Relations (see back cover) for more information. We want to hear from you, answer your questions, and help make our health care system safer.

### **When is a quality review done?**

- A quality review is done when:
- A serious patient safety incident causes severe (very bad) harm or death.
  - There is a Serious Reportable Event (a type of patient safety incident that must be reported to the Nova Scotia Department of Health and Wellness).
  - When this happens, Nova Scotia Health staff must report it using our electronic Safety Improvement and Management System (SIMS).

To learn more about Serious Reportable Events, please use the QR code or the link below:

- <https://novascotia.ca/dhw/hsq/serious-reportable-events.asp>



Some patient safety incidents that may lead to a quality review are:

- A fall in a Nova Scotia Health facility, hospital, or community care centre that causes severe harm or death
- A severe pressure injury(s)
- A serious medication error leading to severe patient harm

### **Disclosure**

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

- What happened      > What will be done
  - Why it happened      > to make care safer
  - This information is called disclosure.
- Disclosure is a professional requirement of health care providers and a mandatory organizational policy.