

Quality and Safety Statements

What We Discovered in ‘Refreshing’ our IQSF?

What we found was that the voices of our staff, physicians, patients and families were quite aligned in what mattered most, and what defined a quality care and safe experience. Similar to what has been identified as best practice in the literature, across the organization we expressed that client-centred care, using resources effectively and providing timely access were the key elements of a quality care experience. Our patients and families echoed this mattered to them, and our staff also indicated it was important to ensuring quality outcomes.

We also were able to better streamline the dimensions of quality to elements that reflected NH and come up with statements that staff, physicians, patients and families could see themselves in. It was important to make each dimension ‘livable’ in our day to day practice, in voices that could be felt, heard and understood. The table below outlines the dimensions of quality and statements to reflect each.

Quality Dimensions	What Quality Means to Patients and Families
Safe <ul style="list-style-type: none"> Safe care happens when we continue to improve our practice and learn from our challenges to avoid harm 	I know I am receiving the best and safest possible care when there is a collaborative approach and I am respected as an informed member of my care team.
Accessibility <ul style="list-style-type: none"> Care is improved by focusing on reducing the time our patients and their families wait for services 	Being acknowledged, seen with a timely manner and providing ways to be updated are important to me.
Community and Client Centredness <ul style="list-style-type: none"> We partner with our community, patients and families to provide care that is respectful, responsive and inclusive of preference, needs and values. 	Patients are involved in all aspects of their care in ways that are transparent, individualized and our values always matter.
Support for Our Teams <ul style="list-style-type: none"> We provide support each other in our working relationships that allows for the best possible care and outcome to occur for our patients and families 	When healthcare providers work together to create a friendly, compassionate, supportive and caring environment, this means better patient care.
Effective <ul style="list-style-type: none"> We improve patient outcomes by providing care that is evidence based and standardized across our teams 	My care will include best practices and provide me the best possible outcome ‘for me’.
Efficient <ul style="list-style-type: none"> We improve care through by standardizing and creating reliable processes to ensure an optimal care experience and work environment 	My care experience will be reliable and dependable every time I need it.

What was also key during the interviews was staff voicing leadership’s role in advancing quality and safety through infrastructure, supporting processes and ensuring presence. Our vision was to ensure that all care was meaningful, safe and of high quality for our patients and families. That they can rely on our structures and processes will eliminate avoidable harm, and that we support our staff and physicians to provide the exceptional work they do every day.