



Patient Safety Handbook

Acute Care

A well-informed patient is a safer patient

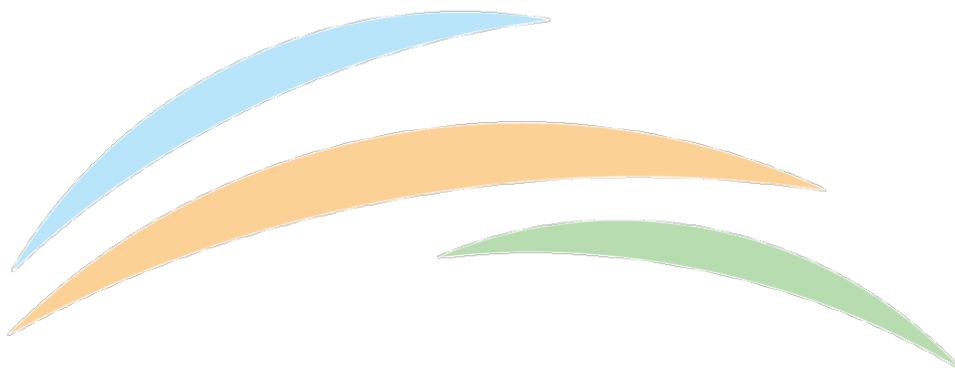


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Our Pledge to You

We pledge our commitment to:

- provide the safest possible care and environment
- listen to and address your questions and concerns
- actively involve you in your healthcare

Throughout this handbook:

‘You’ means the patient, family and advocate.

‘Us’ and **‘we’** mean all healthcare staff.

Prairie Mountain Health Vision

Health and Wellness for All

Working Together for Safe Care

Safe healthcare needs a respectful partnership. We can work together as a team to provide safer healthcare for you, when you ask questions and get involved in your healthcare.

When you....		We can....
tell us your health history	↔	discuss care options that are available for you
ask questions	↔	give you answers in a timely manner
respectfully ask us	↔	tell you about our education and experience
tell us your patient advocate	↔	include your patient advocate
are involved and work with us	↔	provide the safest care
tell us if you have been harmed or injured during your care	↔	follow-up to improve the safety of care
request a second opinion	↔	assist with arranging for a second opinion
need help with your healthcare decisions	↔	help to provide information about care choices

Possible Room or Facility Transfer

Prairie Mountain Health (PMH) strives to provide the best care in the most appropriate setting. It is very important that acute care beds are available for those that require acute care services, for example: heart attacks, stroke, trauma, surgery.

As an inpatient, you may need to be moved to another facility. It may or may not be in the same community where you are currently receiving care or where you live. Every effort will be made to arrange for care as close to home as possible.

If you are waiting for a Personal Care Home (PCH) room:

- You may be moved temporarily to a different room or facility until you are offered a bed in your chosen PCH.
- You will be charged the daily fee as set by Manitoba Health, Seniors and Active Living.

Personal Items

Prairie Mountain Health (PMH) is not responsible for any personal items kept with you while in the health centre. This includes: clothing, money, jewelry, eye glasses, hearing aids, dentures, electronics, etc.

If you are unable to send personal items home, you can request PMH staff to store items in safekeeping to the extent possible. Secured items will be returned to you when you leave.

Accessing your Health Information and Privacy

Within PMH we will make sure that you have access to your health information and that it will be protected in keeping with the Personal Health Information Act.

You have a right to examine or receive a copy of your health information, and we will make it available to you (unless exceptions apply). You can ask us for help with this.

We need access to your health information to provide you with health care. In some cases, we may also share some information about you, without your consent. Some of those reasons; providing you with health care, to receive payment for care (e.g. private insurers), to do health care planning, evaluation, research or as required by law.

Unless you tell us not to, we may also share:

- Your general health status with your family, friends, and others upon request.
- Information about your current care with your family and close friends, if we believe that it is acceptable to you.
- Your name, general health status, and location in the facility with a representative of a religious organization.
- Your name and address to a charitable foundation associated with our facility you have received care in.
- Your health information with any health care provider who in the past, present or future will be providing you with health care. Members of your health care team are only allowed access to the information they need to provide you with the necessary care you need.

If you tell us not to share your information with a specific health care provider, we will not do so, unless required by law.



It's Safe to Ask

Speak Up if you have questions or concerns. For example, It's Safe to Ask:

- “What is my health problem?”
- “What do I need to do?”
- “Why do I need to do this?”

Participate in decisions about your care. You are the centre of your healthcare team. Pay attention to the care you are receiving. Check that you are getting the right care and medicine.

Everyone has questions about their health. Ask questions to understand how to get well and stay well. Make sure you understand the answers. If you do not understand, ask more questions.

Ask for the results of your tests.

- Ask when and how you will get the test results
- If you do not receive your test results, ask us
- Ask what the test results mean
- When you are discharged, ask if there are any test results that have not come back yet.
 - how will you know who will receive the results and
 - how you will be notified of the results

Be Involved (Engaged) in Your Care

Patients have an important role to play in their own health care. This includes:

- reading and being aware of and acting on health information
- working with staff in decision making and
- providing feedback on health care practices

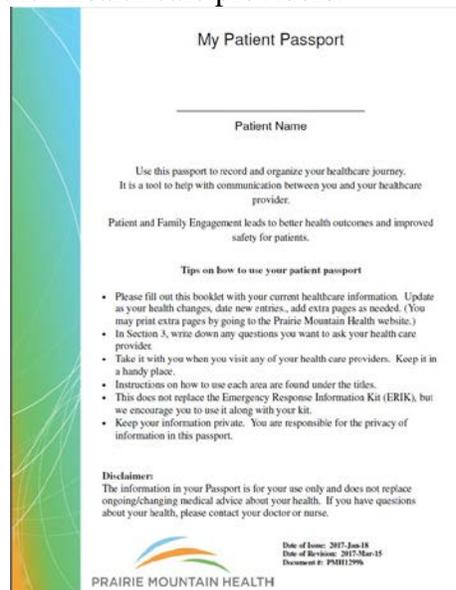
Growing evidence shows that patients and families who are involved in their health care can lead to improvements in how care is delivered.

Patient and family engagement is a partnership among patients, family members and healthcare providers. Patients can decide who they want involved in their care.

How Patients can be Involved and Engaged

- Receive information and ask questions about current health care, or healthy living
- Have input and discuss options related to your care / treatment and care preferences
- Participate in goal setting, and shift change over
- Actively communicate and provide feedback to help drive decisions about care
- Invite a patient advocate to support you. A patient advocate can act on your behalf to share your healthcare needs and wishes, assist with follow up appointments and assist you with navigating your journey by participating and receiving information about tests and treatments to help you with decisions.
- Patients and public members can also partner with PMH at the operational and strategic levels of our organization. If you are interested in partnering with PMH to improve and enhance health care services or would like more information, contact the Client and Patient Relations department at patientrelations@pmh-mb.ca or 1-877-279-7858.

All patients are encouraged to talk with their health care provider and ask questions. *My Patient Passport* is a booklet to help patients and family members keep track of health information and to share this information with their health care providers.



Use this passport to record and organize your health care journey. This passport is owned and managed by the patient.

Copies are available throughout Prairie Mountain Health facilities and programs, or you can print a copy from the PMH website at www.prairiemountainhealth.ca/ and click on “Programs & Services”.

CHOOSE YOUR PATIENT ADVOCATE

You have the right to get help from a trusted friend or family member when you receive healthcare services. This person is called a patient advocate. A patient advocate can act on your behalf **according to your instructions**. An advocate can be a second set of eyes and ears to assist you during the healthcare process.

Your patient advocate **can:**

- Arrange medical appointments
- Attend medical appointments, tests and treatments with you
- Be present when a doctor or provider speaks with you
- Review your healthcare provider’s handwritten information to help you read and understand it
- Ask questions about your healthcare and test results
- Access your personal health information if you agree
- Track your medications
- Communicate your needs and requests

Your patient advocate **cannot:**

- make their own decisions about your healthcare.

Remember:

- Choose your patient advocate before you need one
- Be clear on the type of help you want
- For further tips on finding an advocate go to the Manitoba Institute for Patient Safety (MIPS) website www.mips.ca and follow the steps below:
 1. Click on: Resources & Tips
 2. Click on: Advocating for Yourself and Others
 3. On the page, find “My Patient Advocate Agreement”
 4. Click on: Tips for Finding a Patient Advocate in Manitoba

- Leave copies of the Patient Advocate form with your doctor and your patient advocate
- Give your family and healthcare providers the name of your patient advocate

Find the Patient Advocate Agreement on the next page or download it from the Manitoba Institute for Patient Safety (MIPS) website www.mips.ca Follow the steps below:

1. Click on: Resources & Tips
2. Click on: Advocating for Yourself and Others
3. On the page, find “My Patient Advocate Agreement”
4. Click on: English (or French)

Learn...to be SAFE. Go to Manitoba Institute for Patient Safety websites www.safetoask.ca and www.mips.ca.

Frequently Asked Questions and Answers

- 1. What is a patient advocate?**
A patient advocate is a person you choose to support you and act on your behalf. He or she will talk with your healthcare providers. A patient advocate cannot make their own decisions about your healthcare. Their actions on your behalf are based on your wishes.
- 2. Why do people need advocates?**
Some people may have trouble stating their feelings and concerns. They may be afraid to speak out. They may not understand what is said or what is happening to them. They may be too ill to speak up.
- 3. What are some tips on selecting an advocate?**

 - Decide on an advocate before you are ill.
 - Choose someone you can talk with and trust.
 - Choose someone who can keep your information completely confidential.
 - Decide what qualities you think you need in an advocate e.g. good listener, clearly explains things, courteous, respectful and assertive.
 - Discuss your expectations with a possible advocate. Ask if he or she is willing and able to do these tasks.
 - Once the advocate agrees, complete the patient advocate agreement.
- 4. What is the difference between a patient advocate and a healthcare proxy?**
A patient advocate talks with you, supports

you, and acts on your behalf according to your instructions.

A healthcare proxy acts for you if you are not able to make judgments and express your wishes. You choose and name that person in your healthcare directive (living will).

5. Where can I get more information on provincial healthcare programs and services?

You can go to the Manitoba Health website www.manitoba.ca/health or phone 1-866-626-4862.

6. How does this agreement relate to privacy legislation?

This agreement meets the requirements in sections 60 (1) *Personal Health Information Act* and 79 (a) *Freedom of Information and Protection of Privacy Act* allowing the advocate to have access to personal health information and personal information.

For tips on advocating for yourself and others go to:

www.safetoask.ca and www.mips.ca

Endorsed by:

Interlake-Eastern Regional Health Authority
Northern Health Region
Prairie Mountain Health
Southern Health-Santé Sud

My Patient Advocate Agreement®



A patient advocate agreement can help you and your advocate decide how your advocate can best provide you with the support you need.



**MANITOBA INSTITUTE
FOR PATIENT SAFETY**

My Patient Advocate Agreement

Instructions to Patient:

1. Discuss the information with your advocate(s) before you complete this agreement.
2. Complete and sign the agreement.
3. Have your patient advocate sign this agreement. Each advocate should have their own.
4. Give a copy to your healthcare provider, your family, and your advocate.
5. Keep your copy in a safe place.
6. Take this with you when admitted to hospital. If you have an Emergency Response Information Kit (E.R.I.K), keep the agreement in your kit.
7. Review this agreement from time to time as your wishes may change.

I give permission to my patient advocate to do the following (Check as many as you wish):

- Access and review my medical health records during my current care (as per the *Personal Health Information Act*).
- Arrange medical appointments for me.
- Attend appointments, tests, treatments with me.
- Be present when the doctor or healthcare provider speaks with me.
- Be present in the room after an exam to write down information and instructions.
- Review the doctor's or healthcare provider's handwritten information to be sure I can read and understand it.
- Ask questions of my healthcare providers about my healthcare and test results.
- Check, confirm and keep track of my medications.
- Get information on my behalf to support my healthcare decisions.
- Review with me my choices for doctors, tests, treatments.
- Communicate my needs and requests.
- Confirm that my treatment is being done to the correct body part.
- Other. Please explain. _____

Disclaimer

The information in this agreement is given to help you. It is *not* professional legal or medical advice. The Manitoba Institute for Patient Safety is not responsible for any loss, damage, or injury arising from a person acting as a patient advocate, or a person using the information on this document or the website (www.mips.ca).

Signing this agreement means that we have read the entire agreement, including the frequently asked questions and answers, and we accept this disclaimer.

Patient's Name: _____ Signature: _____

Personal Health Information Number (PHIN) (9-digit) _____

My advocate's Name: _____ Signature: _____

Today's Date: _____ End Date: _____

Health Care Directive

think about it. **talk** about it. **share** it.

None of us can predict what tomorrow may bring. Consider what's important to you and discuss it with your loved ones and your health care team to help guide future decisions about your health care.

Filling out a Health Care Directive or Goals of Care form can ensure your treatment wishes are known, and give your family the confidence to **make decisions for you if you are unable to**.

Health Care Directive:

- is a legal document often referred to as a Living Will
- includes details about what type of medical treatment you do or do not want
 - gives you a “voice” in decision-making when you are unable to communicate
- helps you determine who would communicate for you if you are unable to do so
 - names a proxy - a relative or a friend - who will work with the healthcare team in making healthcare decisions with/for you
- If you already have a Health Care Directive, please provide it to us. Your family, your friends, your doctor, and your proxy should know that you have a Health Care Directive and know where it can be found. Be sure to keep your wishes current by updating your Health Care Directive and destroying any old copies.
- Call toll-free 1-800-665-6565 for a copy of a Health Care Directive.

Goals of Care:

- May be completed in a physician office or in a health care facility.
- The emphasis is about having conversations between you and your health care team, your friends and family about your health.
- This helps you to understand your current condition and the care that will or will not help you.
- You can complete a Goals of Care form that documents the level of care that you want to receive. Should you be transferred to another facility or are re-admitted to the same facility, the Goals of Care will be reviewed with you.

Both Health Care Directives and Goals of Care can be changed at any time and should be reviewed whenever your conditions changes significantly.

Everyone should have a say in their healthcare. Plan ahead today to ensure that your wishes are known, no matter what the future holds for your family and your health.

Record your healthcare wishes on:

- “My Patient Advocate Agreement”: Person that helps with your healthcare decisions
- A Health Care Directive (Living Will): Person that makes decisions for you when you are unable.
Call toll-free 1-800-665-6565 for a copy of a Health Care Directive.

Your Compliments, Concerns and Complaints

We welcome your compliments, concerns and complaints about safety, care and services.

Share a compliment

Would you like to provide a compliment about a service? Or recognize someone who made a difference to your healthcare experience? Please share your compliment with us or a Patient Relations Representative. We will pass the compliment along to the staff involved.

How soon should concerns and complaints be reported?

The sooner a concern is raised, the easier it is to find an answer or solution. Your experience helps us to learn, and improve the care that is provided.

When you have a concern about your care, start by talking to your health care provider. If you still have questions, please speak with the Manager of your unit / health centre.

If your concern is still not addressed, speak with a Patient Relations Representative. You may be asked to leave a message, but someone will get back to you. It is best if you give us your name and tell us how we can reach you. Otherwise, we are limited in how well we can review your concern and talk to you.

Sometimes concerns need the involvement of others

A Patient Relations Representative will be happy to speak with you about all types of concerns or complaints. The process used to review your concerns will be shared with you.

We will work directly with you, or with someone who has your consent, to review your concern. Information related to your concern will be shared with the appropriate individuals in order to resolve your concern. We may need to review your health record and talk with others involved with your care.

When you share a concern your privacy will be protected according to the Personal Health Information Act (PHIA).

What happens when you contact a Patient Relations Representative?

It is our goal to contact you within five business days by phone, mail or email. The Representative will review your concern and act as your contact person.

The time needed to review your concern will vary according to the type of concern. The outcome of the review will be shared with you.



Your Compliments, Concerns and Complaints

If you wish to share an experience or discuss a concern, a Patient Relations Representative will be happy to speak with you:

Patient Comment Line

Phone: 204.578.2104

Toll Free: 1.800.735.6596

Email: PatientRelations@pmh-mb.ca

or click on the “*Your Health Care Experience*” or “*Contact Us*” button at the bottom of the page on the Prairie Mountain Health Website at:

www.prairiemountainhealth.ca

Letter: Patient & Client Relations – Prairie Mountain Health
P.O. Box 310
Shoal Lake, Manitoba R0J 1Z0

If Prairie Mountain Health’s review of your concern has not been resolved to your satisfaction, you may contact:

Resolving Concerns within Manitoba’s HealthCare System

Phone toll free: 1-800-392-1207

Website: www.gov.mb.ca/health/guide

or

Manitoba Ombudsman

Phone toll free: 1-800-665-0531

Website: www.ombudsman.mb.ca

Physicians are independent practitioners licensed by the College of Physicians and Surgeons of Manitoba. You can also forward complaints concerning physicians to their licensing body at:

The College of Physicians and Surgeons of Manitoba

1000 – 1661 Portage Avenue

Winnipeg, MB R3J 3T7

204-774-4344

Professional Staff employed by PMH are governed by licensing bodies. You have the option to share your concerns with these governing bodies.

Medicine Safety

On Your Arrival:

Discuss the medicines you take at home with us. If you have an up-to-date medicine list, share it. Be sure to include any inhalers, drops, sprays, vitamins, herbal medicines, and medicines you take without a doctor's prescription. Tell us about any allergies or bad reactions you have had to medicines.

During Your Stay:

Know when and how much of the medicine you take and why you take it. If the medicine you are given seems different, ask us about it.

When You Go Home:

Ask for an up-to-date list of medicines.

Know what medicines are:

- new
- changed
- stopped

Make sure you carry the list with you, keep it up-to-date and show it to your healthcare providers and community pharmacy each time you see them.

Questions you may want to ask at any time.

- What medicine is this?
- Why am I taking this medicine?
- Can you give me any written information about this medicine?
- How much should I take, when should I take it and for how long?
- What are common side effects?
- How long before it starts to work?
- Are there other medicines I cannot take while on this?
- Are there any foods or other things that I should avoid while I'm on this medicine?
- Does this medicine take the place of any other medicine I was taking?



Falls Prevention

Safe Environment

S

- At least one bottom bed rail down unless assessed otherwise
- Pathways clear of clutter and tripping hazards
- Bed brakes and chair brakes are on
- Appropriate lighting

Assist with mobility

A

- Safe and regular toileting
- Transfer/mobility assist documented
- Glasses, hearing and mobility aids within reach

Falls risk reduction

F

- Call bell within reach
- Bed/chair alarms considered
- Bed height adjusted to ensure safe mobility
- Consider medications and their impact on falls
- Personal items within reach
- Proper footwear available and in use
- Additional assessments completed as indicated

Engagement patient/resident and family

E

- Risk factors discussed with patient/resident and family
- Mutual plan developed with Health Care Team, patient/resident and family
- Get connected and stay connected to your family, friends and health team

To help prevent a fall, tell staff when:

- You need to use the toilet
- You have any pain or discomfort
- You need something before they leave

Prevent Infection

Did you know....?

Most germs in healthcare settings can be spread by unclean hands. Each time a person touches an object or another person, germs go along for the ride. Without good hand cleaning harmful germs can spread to others and cause infection.

What can you do to decrease the chance of getting an infection?

Don't assume anyone's hands are clean – before a doctor, nurse or visitors touch you, or any items used in your care, just ask “did you clean your hands?”

Everyone should clean their hands:

- Before and after touching you
- Before and after eating
- When hands are visibly dirty
- After using the bathroom
- After coughing or sneezing

If you are in a health care facility, you should also clean your hands before you leave your room and when you return.

Will staff be offended if you ask them to clean their hands?

Our staff want to prevent infections so they will understand why you have asked. After all, it's your health we are interested in, so don't be shy about asking.

What are the choices for cleaning hands?

Alcohol-based hand rub (hand sanitizer) has been shown to be very effective against germs. Dispensers are available throughout our health care facilities. However, if your hands are visibly dirty, you will need to use soap and water.

Cough Etiquette

- To minimize the spread of germs, cover your cough or sneeze
- Cover your nose and mouth with a tissue or cough / sneeze into your upper sleeve – not into your hands
- Discard used tissues into a wastebasket
- Clean your hands using either alcohol-based hand rub or soap and water



Additional Precautions

- Occasionally, to prevent the spread of certain types of infections, the use of Additional Precautions is required
- You may be placed in a single room and staff may wear gloves, gowns or other types of personal protective equipment while providing care for you
- Your visitors may also be asked to take special precautions while visiting
- If you are placed on Additional Precautions, staff will provide further information to you and answer questions you may have

Restraints

- If there are concerns about your safety or the safety of those around you, a restraint may be used.
- A restraint restricts your ability to move.
- Restraints are used when all other options have not worked.
- Consent to use a restraint will be obtained from your decision maker, unless it is an emergency.
- When restraints are used, you will be monitored frequently to ensure that everyone remains safe.
- Our goal is to understand what has caused the safety concerns and try to correct it.

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