

## APPENDIX N: PRODUCTS FROM VANCOUVER WORKSHOP



### Patients for Patient Safety in Canada: “Our Calling Card”

*From October 16 – 18, 2006, people concerned with the safety of healthcare in Canada met in Vancouver to explore the roles users of the healthcare system can play in achieving change through collaboration. Building on work already done by the Patients for Patient Safety work strand of the World Health Organization’s World Alliance for Patient Safety and with reference to its London Declaration [which we adopt], this is our pledge to each other and to all users of healthcare in Canada.*

**We are all partners in healing.** By whatever term we are known -- patients, clients, consumers or citizens -- we acknowledge our responsibilities for becoming educated and informed about our own healthcare, and we expect those in the healthcare system to acknowledge their responsibilities as well. Our common cause makes our sum greater than our parts as individuals. We have a shared respect for life that shatters kings and kingdoms, that knows neither colours nor borders. Our vigilance comes from our hearts.

**We are optimistic** that we can overcome the barriers of communication, education and culture that many of us have experienced. The punitive approach has never worked as well as a positive approach to encounters in life. We are now seeing changes at the cusp of our health and justice systems that encourage and motivate us. Together we can save lives and reduce the tragic harm that brings us together today. We refuse to believe that it cannot be done.

**We start by contributing our stories**, each of which has meaning. Our goal is to transform existing patterns in our relationships, our shared decision-making, our power, our conflicts and our learning that hold back progress. Compassion and commitment are our driving forces. Include us. Listen to us. Learn from us.

**In the transformed world we achieve**, patient safety drives healthcare from policy recommendations to practice. Well-defined standards of care informed scientifically by best practices and personal narratives of patient harm or near misses are implemented enthusiastically. There is constant attention to improvement, in all ways. We do not drift in our commitment to serving all healthcare users, especially those who are most vulnerable and may not be able to protect themselves from harm. We have honest and open dialogue that feeds learning from health system failure when it occurs. We measure our performance and honour people who are injured by healthcare by responding to those measurements and making change rapidly to prevent harm to others. As part of a truly global learning system, Canadians share data on adverse events with all people and components that want to know -- locally, nationally and globally.

**As a result of the work started now**, in the transformed world patient safety champions will serve on all healthcare boards, hospital committees and national health policy forums, and we are appreciated as knowledgeable people who are persistently committed to ensuring safety for all. Open and honest, consistent and insistent – we live these values and play our part as full and powerful partners.

## **Draft Vision Statement**

In the transformed world, we are all partners in healing. We are responsible for being informed and speaking our truth, which we do openly and honestly, consistently and insistently. As a result of our efforts, patient champions serve on all boards, hospital committees and health policy forums in Canada, and together we collaborate to eliminate preventable harm.

## **Draft Mission Statement**

Patients for Patient Safety Canada works to alter the embedded patterns in healthcare that underlie the current global crisis in patient safety. Specifically, we seek to:

1. Transform relationships that impede patient safety
2. Foster fully informed and collaborative decision-making that supports patient safety
3. Equalize differences in power that impedes people from speaking openly and honestly while acting courageously to prevent harm
4. Resolve conflicts that undermine safe, patient-centered care
5. Contribute to continuous learning about risk and safety in healthcare

## **Goals & Strategies**

**Draft Goal 1:** Articulate the expectations that Canadian healthcare users have for the respectful disclosure of medical errors.

**Draft Goal 2:** Develop a strategy for incorporating the patient experience into research initiatives and other bodies of knowledge used to develop patient safety interventions.

**Draft Goal 3:** Develop strategies, leadership and financial support for implementation of patient/provider partnership councils that foster open, honest collaboration.

**Draft Goal 4:** Develop a toolkit/educational program for consumers to contribute to health system efforts to improve patient safety and achieve culture change. Toolkit elements include (among others):

- Strategies for participating
- Models for reporting
- Lessons learned about accessing leadership, governance, media and other leverage points.
- Support and coaching

**Draft Goal 5:** Incorporate the patient voice in all organizational decisions that affect them.