

National Supply Chain Conference

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Safe care...accepting no less
Soins sécuritaires...n'acceptons rien de moins

A Transformation Autobiography in Five Chapters



Chapter 1

I walk down the street
There is a hole in the sidewalk
I fall in
I am lost..I am helpless.
Its isn't my fault.
It takes forever to find a way out.

Chapter 2

I walk down the same street
There is a deep hole in the sidewalk.
I pretend I don't see it.
I fall in again.
I can't believe I am in this same place.
But it isn't my fault.
It still takes a long time to get out.

Chapter 3

I walk down the same street.
There is a deep hole in the sidewalk.
I see it is there.
I fall in, it's a habit..but my
Eyes are open.
I know where I am.
It is my fault. I get out immediately.

Chapter 4

I walk down the same street.
There is a deep hole in the sidewalk.
I walk around it.

Chapter 5

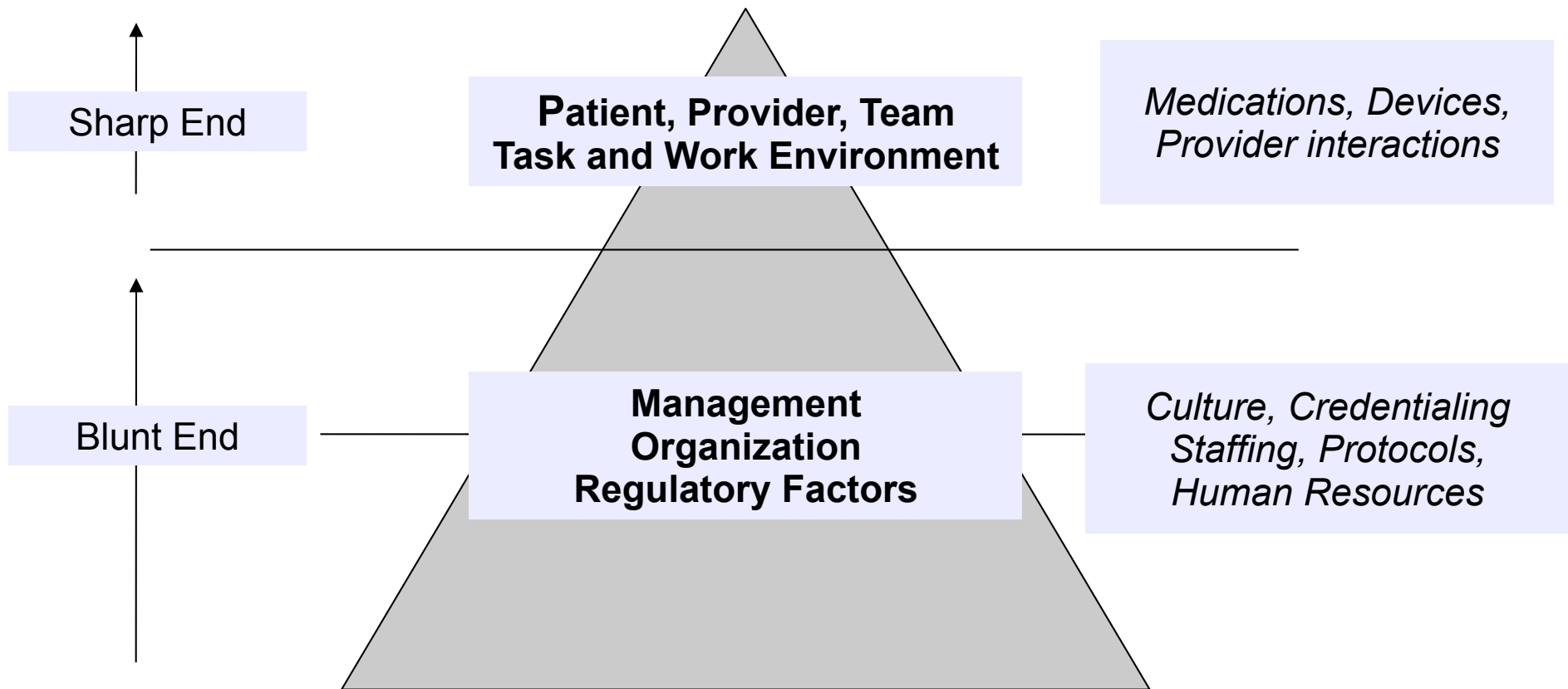
Hole filled with the talent in this room

Holes In The Sidewalk - Street

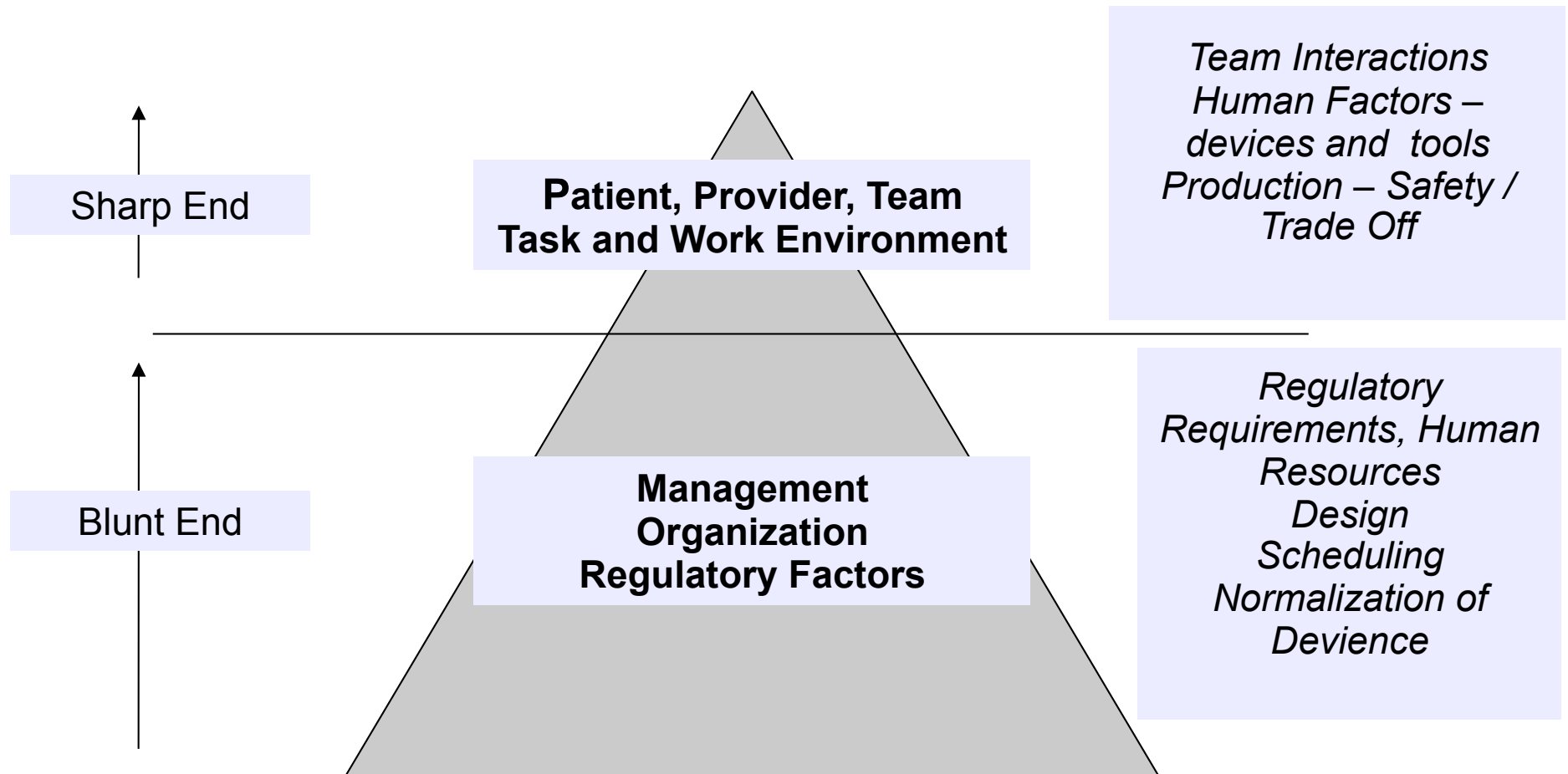


- Thousands of Canadians die every year
- Something goes wrong in 1 of 13 hospital stays
- 185,000 hospital errors annually
- 20-25% of hospital readmissions result from post discharge medication reconciliation issues
- Health care work environments are unhealthy
- Sick Leave, Long Term Disability and Workers Compensation claims are up
- Anxiety and stress related claims on the rise
- Presenteesim on the rise, the cognitively impaired who come to work

Patient Safety Incidents



Patient Safety Incidents



Preventable Patient Safety Failures.... Huge Cost to the Healthcare System



- **Prolonged Recovery Time**
- **Increased costs – Redo**
- **Avoidable Readmissions and ER visits**
- **Reduced access to health services**
- **Prolonged and expensive disability**
- **Liability related to avoidable harm**

Preventable Patient Safety Failures...

Huge costs to Patient and Family



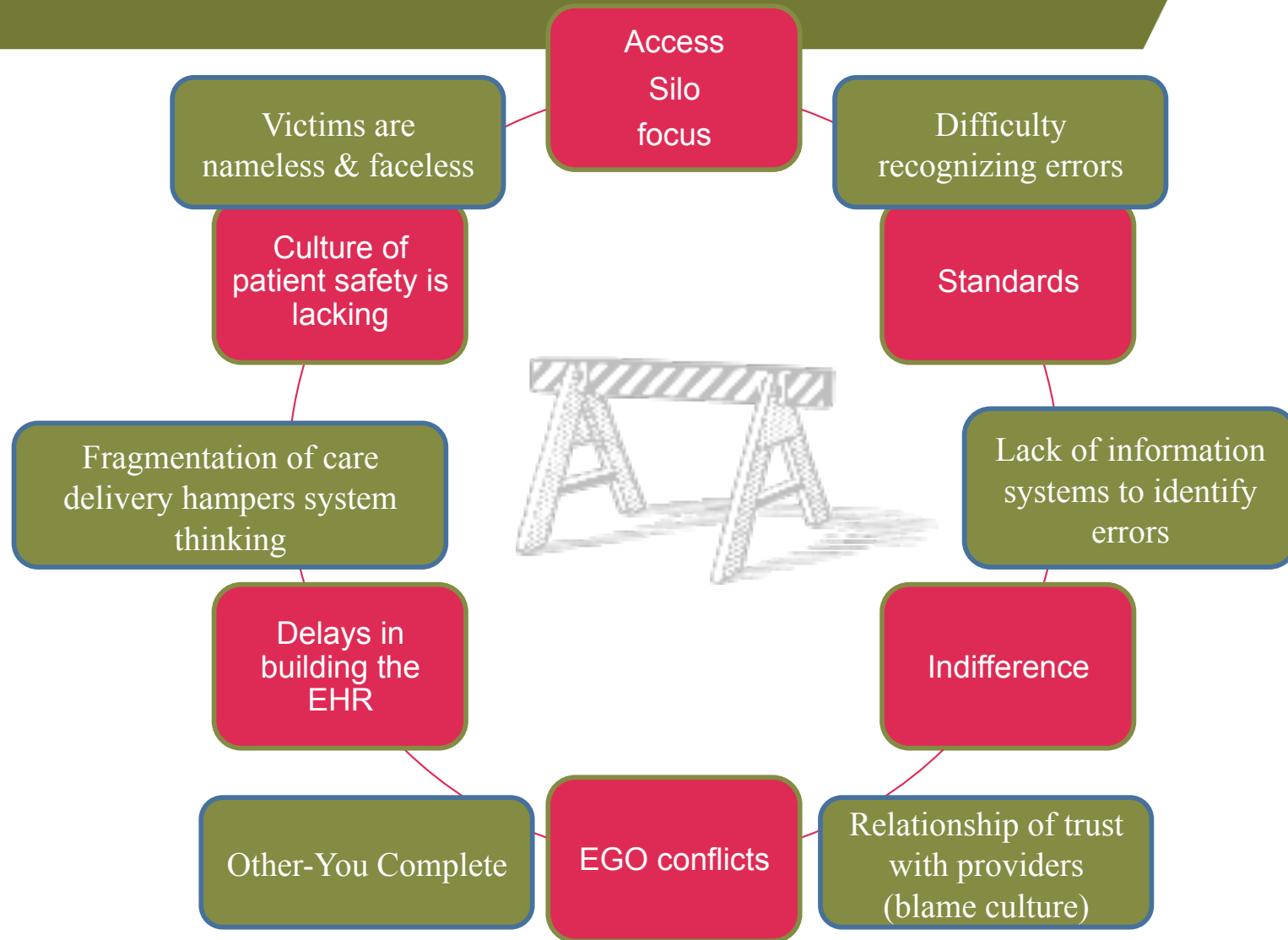
- **Loss of life**
- **Prolonged Disability**
- **Complicated recovery**
- **Loss of Income**

Preventable Patient Safety Failures.... Huge Cost to Society



- **Loss of productivity**
- **Work place absenteeism**
- **Increased cost of other services**
- **Loss of public confidence**

Patient Safety: *Barriers*



Perfect Storm...Let's Use It



- Financial Storm
- Chronic Disease Storm
- Quality Storm
- Healthcare Consumer Storm
- Healthcare Worker Storm
- Information/knowledge Storm

Integration of Three Activities

1. **CREATING**
2. **PRESERVING**
3. **DISCARDING**

Patient Experience



**WE MUST REMIND OURSELVES
WHO WE ARE HERE TO
SERVE**

NEW Consumer and Disruptive Technology



- **Apps**
- **Social Media**
- **Online Health Portals**
- **Health Related Search Engines**
- **Social Networking**

Leverage

- **Front Line Providers**
- **Governance**
- **Leadership and Management**
- **Government**

Drivers

