

Canadian Patient Safety Week 2007 Patients becoming part of their health care team

Toronto, October 2007 - Patient Safety Week 2007 was celebrated at St. Joseph's Health Centre, Toronto in grand style! To ensure that the target audience for this year's message of *Ask, Talk, Listen*, was being heard, the message was taken right to our patients .

In the past, when an information booth was set up in cafeteria or hallway, Patient Safety Managers found that it excluded the very population that we were aiming to educate or involve – our patients.

To correct this for the 2007 Canadian Patient Safety Week, Managers used a mobile cart stocked with patient safety information leaflets and hand washing kits and went right to the patient's bedside and to the Health Centre's outpatient areas. Patients were educated about Canadian Patient Safety Week, the importance of good hand washing practices and the Ontario Hospital Associations *Your Health Care Be Involved* campaign (materials were translated into the top five languages of our catchment area).

To add an element of fun, patients volunteered for hand washing demonstrations. By engaging in this practice, they gained a better understanding of the correct way to wash their hands as well as their role in preventing infections. Patients also took part in a simple skills quiz and prize draw, which included a Patient Safety mug, pens, badge holder, hand sanitizers, and *Your Health Care Be Involved* brochure. The prize winner said, "I have been going to hospitals for over 60 years and no one seems to remember the patient. Thanks. I am happy that you see how important we folks are." *The patient's name was not used in this article.*

The 2007 Canadian Patient Safety Week activities is part of our Mission to be Canada's Best Community Teaching Hospital. It was also an excellent opportunity to help patients become a part of their health care team.



Patient Safety Managers, Nadine Agard and Lisa O'Drowsky celebrate CPSW at St. Joseph's Health Centre, Toronto