

Hands in Healthcare



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Hands in Healthcare

#AskListenTalk

2016



Chris Power



Susan Mumme



Dr. Susan Brien



Denice Klavano



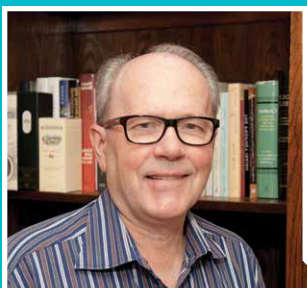
Dr. Kaveh Shojania



Christina Krause



Ray Racette



Dr. John Maxted



Dr. Verna Yiu



Dr. Donald Berwick



Marcel Saulnier

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Questions Save Lives

**Why do I
need this?**

#AskListenTalk

Chris Power

CEO

Canadian Patient Safety Institute

Coming from a large family, the second oldest of 10 children, Chris Power's life has centered on nurturing and caring. From a very young age, she always knew that she wanted to make a difference and give back. In her work as a nurse and throughout her career as a healthcare leader, she has made a true impact on society, but mostly on patients. As the CEO of the Canadian Patient Safety Institute, Chris emphasizes the positive, focusing on how patient safety can improve things.

It's Sunday morning, what are you having for breakfast?

Usually, I start off with a cup of tea and then I will have a soft boiled egg and a piece of toast.

If you didn't do what you do for a living, what would you be?

My dream was to be a professional singer. I used to open my bedroom windows when I was a little girl and would sing out the window, hoping to be discovered.

Who is your hero?

My Mother, mostly for her resilience in raising 10 children. It is a tribute to her that all of us are successful in our lives and are people who contribute to the world around us.

What is one thing that you haven't done that you want to do?

Go to Ireland. That is my heritage. I really want to go and walk among my people and understand where I have come from.

If you could see one concert, what would it be?

Barbra Streisand.

If you could have dinner with anyone, who would it be?

The Pope. Just to get inside his head and be in his presence would be amazing.

What are words you live by?

Surround yourself with great people and you will always be fine.

If you had only one word to describe yourself, what would it be?

Real.

If you were 80 years old, what would you tell your children?

Be kind. I think you have done a great job if your children are kind. That is all I want from them.

What question do you ask to help save a life?

Why do I need this? Whether it is a medication, surgery, or a treatment, ask why.



Questions Save Lives

**What is
happening to
me right now?**

#AskListenTalk

Susan Mumme

Board Chair

Canadian Patient Safety Institute

Fascinated by science and all of the logic around it, Susan Mumme wanted to work in science and with people in a positive, constructive way. After reviewing career options at her CEGEP library, she decided a career in healthcare would be a perfect fit. She studied to become a dietitian and ultimately devoted her interests to quality improvement. As Board Chair for the Canadian Patient Safety Institute, Susan gets to see the tremendous work in patient safety that is going on around the country. Her legacy is the work on the Integrated Patient Safety Action Plan, the actions coming out of it and the improvements being made.

It's Sunday morning, what are you having for breakfast?

A banana almond butter smoothie with healthy ingredients: almond milk, a banana, almond butter, cocoa, flax, protein powder, and fibre. That is my start to the day to give me energy.

If you didn't do what you do for a living, what would you be?

If I had chosen a different path or career, I would probably be a lawyer. Law fascinates me and I had my own good internal debate between healthcare and law.

What are your words to live by?

Treat others as you would like to be treated yourself. I believe that it's important to take a moment to think about what you are saying or doing and the impact it may have on other people. I really do value people and how they feel when I interact with them.

If you had only one word to describe yourself, what would it be?

Positive.

If we came to your house for dinner, what would you prepare?

I love to cook with simple and fresh ingredients. I would probably make you a charcuterie plate as an appetizer, which would have some wonderful local meats, cheeses, olives, nuts, preserves, etc. Then, I would serve pork tenderloin, grilled asparagus, fresh vegetables, sweet potato, and homemade sourdough Mediterranean bread. For dessert, I would whip up a tiramisu for you. And of course, wine throughout.

What is one thing that you haven't done that you want to do?

One thing on my bucket list is to go to the Galapagos Islands. I have always wanted to go there to see its natural wonders and unique wildlife.

What question do you ask to help save a life?

What is happening to me right now? Tell me what is going on with me. Tell me what you are doing, why you are doing it and how it will affect me as a patient.



Questions Save Lives

**Is there
anything that
you need?**

#AskListenTalk

Dr. Susan Brien

Neurosurgeon

Director of Practice and System Innovation
Royal College of Physicians and Surgeons of Canada

Influenced by her Mother, a nurse, Dr. Susan Brien became intrigued with the field of neuroscience while in middle school. It was not until medical school that neurosurgery became her passion. As the chief of trauma for the Gatineau Health Region, Dr. Brien also plays a key role in advancing patient safety at the Royal College, and in leading international initiatives in Asia. She was a key driver behind the Patient Safety Competencies Framework and is most proud of how they are being moved into bigger frameworks for healthcare education use around the world. Whether at a clinic or the bedside, Dr. Brien models effective communication for patient safety.

If you didn't do what you do for a living, what would you be?

I enjoy telling stories (and perhaps embellishing them at times), so perhaps a fiction writer.

What is the last book you couldn't put down?

The Future of the Professions: How Technology Will Transform the Work of Human Experts by Richard and Daniel Susskind, a father and son team who have written what they think health professions will look like in the future.

What is it about your job that brings you the most joy?

I really enjoy talking to patients. The older I get, the more experience I get, and in fact the busier I get, the more I truly value sitting down with a patient and trying to help them navigate the system.

If you could see one concert, what would it be?

One of the famous operas in Milan.

Do you have a guilty pleasure?

I love movies, all movies. In fact, I use the genre of movies to help my team understand countries where we are doing work.

What are your words to live by?

Fail fast as nothing is impossible.

What is your favourite vacation spot?

I love Kathmandu.

If we came to your house for dinner, what would you prepare?

Roasted Atlantic salmon on a bed of spicy, Asian-inspired spinach.

If you were 80 years old, what would you tell your children?

To live your life and constantly look for opportunities.

If you were on an island and could only bring three things, what would you bring?

Assuming it's a tropical island, sunscreen, my smart phone and a fishing rod.



Questions Save Lives

**What is your
name and
date of birth?**

#AskListenTalk

Denice Klavano

Co-Chair

Patients for Patient Safety Canada

Denice Klavano is a patient advocate who is most proud of the inroads that Patients for Patient Safety Canada has made and the reputation they have earned in the Canadian and international healthcare landscape. Her interest in healthcare began at a young age, with animals rather than people, being immersed in her Father's work as a veterinarian. Today, she is the voice of patients and families in the healthcare system. What she enjoys most is talking with patients, learning about their care and how they feel about their care. She wants all patients to feel empowered to ask questions.

Who is your hero?

A young woman I know lives with cerebral palsy. I think of her life and the fact that she needs care and assistance with every single and intimate life function. To get up and start her day is like climbing a mountain. For me, it is so easy. I get up, get dressed, and jump in my car. When I think about her and people like her, every day is a struggle and yet she is so cheerful and loving. I am inspired by that.

What is the last book you couldn't put down?

The Map Thief by Michael Blanding.

If you could see one concert, what would it be?

Adele or The Rolling Stones.

What is your favourite vacation spot?

I went up the Amazon River and I loved it. I thought that the Amazon was a unique, fantastic and almost magical place.

Do you have a guilty pleasure?

Baked goods! I love cookies, cakes and chocolate. When I make chocolate chip cookies, I eat half of them before they even get into the oven. The dough is so delicious ...

If you had only one word to describe yourself, what would it be?

Hopeful.

If you were 80 years old, what would you tell your children?

I would tell them to be forever curious and to be forever hopeful.

What question do you ask to help save a life?

What is your name and date of birth? Every patient should expect that they will be asked their name, date of birth, or other identifying information, every time. Healthcare providers need to know that they have the right person, at the right time, for the right thing.

A man with dark hair and glasses, wearing a white lab coat over a light blue shirt and a patterned tie, is smiling and holding a large green sign. The sign has white text and a white speech bubble shape. In the background, there is a painting of a landscape with a blue river, green fields, red flowers, and a red house.

Questions Save Lives

**Do you have any
questions or
concerns that
I have not
addressed?**

#AskListenTalk

Dr. Kaveh Shojania

Internist

Sunnybrook Health Sciences Centre
Editor-in-Chief, BMJ Quality and Safety

Dr. Kaveh Shojania knows that it only takes a thoughtful question or sometimes even a lucky question from a patient or family member to prevent harm. Coming from a family of doctors, Dr. Shojania always thought he would become an academic, arm-chair professor of some sort in the humanities. In his third year of university, he had an epiphany that being a doctor was a perfect opportunity to do something that was intellectually stimulating, practically rewarding and valuable. Dr. Shojania is also an academic, well published internationally, and leads the University of Toronto's Centre for Quality Improvement and Patient Safety.

It's Sunday morning, what are you having for breakfast?

Banana pancakes with maple syrup and sausage.

If you didn't do what you do for a living, what would you be?

A philosopher.

Who is your hero?

Noam Chomsky, the famous linguist and political commentator in the United States.

What is the last book you couldn't put down?

Mislaid, by Nell Zink. The author is an American ex-pat living in Germany. She had never written a novel, but got into an argument by email with Jonathan Franzen. He found her so interesting that he helped to get her first book published.

What is one thing that you haven't done that you want to do?

Perhaps skydiving.

If you could see one concert, what would it be?

Beethoven's Ninth when it was actually performed. He was already deaf and couldn't hear the audience when they were giving him a standing ovation.

Do you have a guilty pleasure?

I binge watch various TV shows that are not necessarily of the highest quality ... along with the rest of the world, I suppose, but I do have a pretty extensive knowledge of pop culture when it comes to movies and TV shows!

If you had only one word to describe yourself, what would it be?

Fair.

If you were 80 years old, what would you tell your children?

Follow your heart. Look for the right combination of doing something that gives you pleasure and that you feel you are good at in helping other people. That is why I went into medicine and I hope that they find the same fortunate pathway for themselves.

Questions Save

What's your question?

Lives

#AskListenTalk



Questions Save Lives

**What
matters
to you?**

#AskListenTalk

Christina Krause

Executive Director

BC Patient Safety & Quality Council

When her Dad was put on the list for a lung transplant for a genetic condition and her Mom was diagnosed with breast cancer, 16-year-old Christina Krause very quickly found herself navigating the healthcare system. Experiencing the system as a family member, Christina knew it could be better. After earning her master's degree in community health and epidemiology, she discovered work in quality and patient safety. As the Executive Director of the BC Patient Safety & Quality Council, Christina feels fortunate to be able to foster and inspire improvements in the quality of care for others.

Who is your hero?

My Dad, in how he cared for people. He was a paediatrician and when I was young, I remember he would often say that he had two patients – both the child who was sick and their parents, and he was responsible for caring for both of them. He taught me about relationships with people, watching how much he cared as a physician and how much he gave back.

Do you have a guilty pleasure?

If you were to ask anyone from my team, they would all say it's Diet Coke!

What is your favourite city to visit?

I love London, England.

If you could see one concert, what would it be?

Neil Diamond.

If you could have dinner with anyone, who would it be?

I would have to say my Dad.

If you had only one word to describe yourself, what would it be?

Passionate. I care deeply about what I do.

If you were 80 years old, what would you tell your children?

Not to wait to do the things that you love. Don't think that it can always be done tomorrow. Do it today.

If we came to your house for dinner, what would you prepare?

A roast chicken or steaks on the barbeque, served with wine from the Okanagan.

What question do you ask to help save a life?

What matters to you? It is remembering that each person has a story. I think it is critical to take that short window to stop and really understand what is important to patients and their families.

A man with glasses, wearing a dark suit, white shirt, and dark tie, is smiling and holding a large pink sign. The sign has white text on it. In the background, there is a framed wall with five small, light-colored cards, each featuring a simple line drawing of an animal: a stork, a horse, a penguin, and a bird.

Questions Save Lives

**Have you asked
me everything
that you wanted
to today?**

#AskListenTalk

Ray Racette

President & CEO

Canadian College of Health Leaders

Ray Racette was a teenager when he developed a keen interest in science and a concern for people. He liked the idea of working in healthcare because it would provide a combination of both. When his Mother suddenly became ill, he and his sisters became her advocate and the knowledge translator between the shift that left who knew what they were doing, and the shift that came on when she was in the hospital. As a healthcare leader, Ray believes that senior leadership can make an impact in patient safety by defending it as a champion and supporting it as an investment, both for the organization and those being served.

It's Sunday morning, what are you having for breakfast?

Sunday morning would be an asparagus omelet, with a slice of multigrain bread and a fresh cup of Columbian coffee.

Who is your hero?

My Grandfather, he came over from Italy when he was 12 years old. He knew one person in Canada. He came from a large family; they were quite poor. He had a grade two education, and spoke no English. Just imagine how hard that would have been and doing that today ... at 12 years old, from another country.

What is one thing that you haven't done that you want to do?

Go to Italy to see where my Grandparents came from. I would like to go back and see my roots.

If you could see one concert, what would it be?

Mumford & Sons. I like their music and it would be interesting to be in the audience. They are very creative.

Do you have a guilty pleasure?

I really love NHL Hockey, especially the Montreal Canadiens.

What are your words to live by?

Make a difference.

If we came to your house for dinner, what would you prepare?

I could probably mix up a batch of meatballs with tomato sauce for you and serve that on some fresh pasta. Or, I could make some pizza.

If you were 80 years old, what would you tell your children?

To find something that they loved doing and do it well.

What question do you ask to help save a life?

Have you asked me everything that you wanted to today? Communication is very important both ways – in order for information to be shared. Be curious and be willing to be open to the idea of saying that I want to help, please tell me more.

A middle-aged man with glasses and a blue and white striped shirt is smiling and holding a large green sign. He is standing in a well-maintained lawn in front of a two-story house with a stone base and a gabled roof. The sign is bright green and contains white text.

Questions Save Lives

**What else
is happening
in your life?**

#AskListenTalk

Dr. John Maxted

Family Physician

Assistant Professor, Department of Family & Community Medicine, University of Toronto

Dr. John Maxted clearly remembers having his appendix removed at the age of 16. He had quite a rough time, but was so taken with the doctors at the Ottawa Civic Hospital that he decided he too would become a doctor. Throughout his career as a family physician, he has looked to elevate the importance of patient safety in primary care, identifying system issues that can be improved to reduce harm. Dr. Maxted knows that talking about patient safety issues can at times make people feel uncomfortable, embarrassed and uneasy, but he likes to speak up, and be open, thought-provoking and encouraging with his colleagues and students to advance safer care.

It's Sunday morning, what are you having for breakfast?

A carrot muffin and a coffee.

Who is your hero?

One is Dr. Don Berwick. I got to know him about 25 years ago, early in my career. Don's talks are fascinating. Each of his presentations is a lesson that is associated with a real story. He brings it back to himself, which ultimately, of course makes it easier for the audience, including me, to apply it personally. I think his stories significantly impact patient safety and quality improvement. He is so inspiring!

If you could see one concert, what would it be?

I enjoy the Canadian Tenors and Il Divo.

Do you have a guilty pleasure?

I am a wine connoisseur. I have gradually been making the rounds to different regions of France. I have not gone to the Bordeaux region yet. That is something that I have to do.

What are your words to live by?

Integrity, frankness and knowing when to keep your mouth closed.

If you were 80 years old, what would you tell your children?

I would encourage them to live life to the fullest in their own way, as long as it is not causing problems for other people. At the same time, to challenge themselves so that they take advantage of every opportunity, even if they're uncertain about it.

What is it about your job that brings you the most joy?

One of the things that brings me the most joy in my job is looking after patients when they need me and are thankful for what I do. I'm happiest if they feel better.

What question do you ask to help save a life?

What else is happening in your life? As a family doctor, I deal with the whole person. Our moods, attitudes and behaviours influence how we feel and the overall outcome of our health.



Alberta Health
Services



Questions Save Lives

Have you
washed
your hands?

#AskListenTalk

Dr. Verna Yiu

President and CEO
Alberta Health Services

At 12 years-old, Dr. Verna Yiu was a precocious child, fascinated by biology and loved caring for children. She thought she should become a doctor or a teacher and ultimately pursued a path to become a paediatric nephrologist. For the past three years, her focus on quality healthcare improvement at Alberta Health Services has made great strides. Today she leads Canada's largest healthcare organization, building a just and trusting culture where reporting incidents is the norm to improve the care of patients. Whenever there is risk, she knows the value of being proactive, rather than reactive, when you sense potential harm.

It's Sunday morning, what are you having for breakfast?

Yogurt and fruit; and some cold soba noodles.

Who is your hero?

My parents. They brought us to Canada when they did not have to, back in the 1960s. They came to a country that they thought would give a better life to my sister and myself.

What is the last book you couldn't put down?

Epic Measures by Jeremy Smith.

What is one thing that you haven't done that you want to do?

Go on The Amazing Race with my Daughter. However, I am not sure we would survive that as a Mother and Daughter team.

What is it about your job that brings you the most joy?

For me it is about making an impact on improving care and outcomes for Albertans.

Do you have a guilty pleasure?

I am a couch potato on the weekends.

If you could have dinner with anyone, who would it be?

The Pope. I have a huge respect for this Pope. I see that he is someone who cares a lot globally for people. I find him quite inspiring.

What are your words to live by?

Authenticity, humility, respect and integrity.

If you were 80 years old, what would you tell your children?

Be grateful for where you are in life.

If you were on an island and could only bring three things, what would you bring?

A water filter, Swiss army knife ... I don't think I would have a charger so I couldn't bring my iPad ... so I would bring a hat.

What question do you ask to help save a life?

It's a simple one. It is difficult because every patient has their own special issues, but it is a broad one. Have you washed your hands?

COLLABORATIVE IMPROVEMENT
Working together to spread best practices and yield breakthrough results

1995
API and IHI develop the original model for IHI's Breakthrough Series Collaborative. The first Collaborative aims to reduce cesarean-section rates.

1996
API publishes *The Improvement Guide: Reducing Delays and Risks Throughout the Healthcare System*.

1997
President Clinton's Advisory Commission on Consumer Protection and Quality in the Health Care Industry publishes the "Consumer Bill of Rights" and the following year, "Quality First: Better Health Care for All Americans."

Sweden and Norway collaborative improvement or IHI's Breakthrough Series Collaborative.

2002
IHI launches **IMPROVE**, the world's first patient safety program that is a national effort to reduce errors in the health care system.

The IHI Learning Center and IHI continue to build and sustain a health care culture.

2003
The George W. Bush Administration's Secretary of Health and Human Services appoints IHI as the lead of "The Health Revolution."

American Health Care Reform is introduced.

2004
IHI joins the Health Industry Leadership Collaborative (HILC).

Efforts are taken to build a national culture of safety and quality in the health care system.

The IHI Learning Center and IHI continue to build and sustain a health care culture.

2000
The IHI Breakthrough Series Collaborative is launched.

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The IHI Breakthrough Series Collaborative is launched.

2004
The IHI Breakthrough Series Collaborative is launched.

Questions Save Lives

What could go wrong?

#AskListenTalk

Dr. Donald Berwick

Founding CEO

President Emeritus and Senior Fellow
Institute for Healthcare Improvement
Leading Advocate and Top Thinker for High
Quality Healthcare

From the day he was born, Dr. Don Berwick set his sight on becoming a doctor. In the footsteps of his Father, a small town family physician, Dr. Berwick never really considered any other career. He graduated from Harvard Medical School and trained as a paediatrician. A visionary in healthcare quality and improvement, he co-founded and led the Institute for Healthcare Improvement and spearheaded the 100,000 Lives Campaign, mobilizing thousands of hospitals across the United States to improve patient safety and save lives. Today, his passion is helping young people, particularly students, who are trying to figure out their path and what matters to them.

If you didn't do what you do for a living, what would you be?

An architect. I think that would be a wonderful field to be in. That would be my second choice if I were not doing what I am doing.

Who is your hero?

Dr. Howard Hiatt. Howard is now a close friend and he was my early mentor who encouraged me in the field that I entered. He is a role model for both how to stay committed to scholarship and how to stay gracious under fire.

What is one thing that you haven't done that you want to do?

Learn to fly a plane. I would love to be a pilot, but I have never had the time to learn.

If you could have dinner with anyone, who would it be?

Nelson Mandela. I would have liked to hear him describe his journey and evolving theory of change.

What are your words to live by?

To believe that what is true of yourself is true of most other people.

What is your favourite vacation spot?

The Canadian Rockies and Mount Assiniboine Lodge. I love that place. My family has been there many times.

If you had only one word to describe yourself, what would it be?

Curious.

Can you recall a story related to the theme: "Questions Save Lives?"

I recall a CEO of a small hospital describing to me a case of missed opportunities and patient error that did great damage. He told me that, at the time, he called together the staff and was quite angry. He said he pounded the table and asked, "Who is responsible for this?" Then, he said, it dawned on him who was truly responsible: he was. To me, that is what authentic leadership looks like.

A man with short brown hair, wearing a dark blue suit jacket, a white shirt, and a red patterned tie, is smiling slightly and holding a large green sign. The sign has white text on it. The background is a window with a grid pattern.

Questions Save Lives

**Would you make
this same
recommendation
for someone
you love?**

#AskListenTalk

Marcel Saulnier

Associate Assistant Deputy Minister
Strategic Policy Branch
Health Canada

Marcel Saulnier describes himself as a student of public policy. After reading a testimony from a House of Commons parliamentary session where a witness was commenting on the state of healthcare and the need to reform the system, the economist quickly got hooked on healthcare policy. It was his curiosity, along with a fascination with economics, politics and sociology of healthcare that led Marcel to pursue a career with Health Canada. He finds it intellectually stimulating to work to improve a complex system that is highly valued by Canadians.

It's Sunday morning, what are you having for breakfast?

A cappuccino, pancakes and maple syrup.

Who is your hero?

Terry Fox was my idol as a teenager. When he ran across the country, I was blown away by the courage of this one individual. He was a humble guy who took on the challenge to raise money to find a cure for cancer. It was a selfless act that really pulled at my heartstrings.

What is one thing that you haven't done that you want to do?

I would like to set foot on all the continents of the planet. I haven't been to Asia, Africa or South America and those areas are on my bucket list.

If you could see one concert, what would it be?

I would love to see Toto, an American rock band that had a string of hits in the 1980s.

What are your words to live by?

Walk in someone else's shoes, and try to see the perspective that other people have on an issue. Know where you come from and what your values are.

What is your favourite vacation spot?

Hawaii. We have been there as a family three times and I would like to go back.

If you had one word to describe yourself, what would it be?

Thoughtful.

If you didn't do what you do for a living, what would you be?

I would be an architect or engineer, because I like urban design and the challenge of solving problems.

What question do you ask to help save a life?

Would you recommend the intervention you have recommended for me to someone you love?

HEAD OFFICE

Suite 1400
10025-102A Avenue
Edmonton, AB
T5J 2Z2

Phone: 780 409 8090
Fax: 780 409 8098
Toll Free: 1 866 421 6933

patientsafetyinstitute.ca

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Questions Save Lives

**What question
would you ask?**

#AskListenTalk



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des patients