



Eastern Health takes patient engagement right to the bedside

Mar. 2, 2020 – (Ottawa, Ontario) The Regional Medicine Program team from Eastern Health – a HealthCareCAN member – is being recognized as part of the [Recognizing Excellence in Patient Engagement for Patient Safety Program](#) for their work to improve the patient experience and patient safety within their organization.

The Bedside Handover Project has adjusted the delivery of patient information at the change of nursing shifts away from the nursing desk and brought it to the patient’s bedside, resulting in patients feeling that they are more involved in their own care. The change has resulted in significant improvements on patient satisfaction surveys. Notably, in the post-implementation survey, 100% of patients felt nurses shared information about their case from one shift to another, up from 72% pre-implementation, and 91% felt nurses had involved patient families in making decisions about patient care, an increase from 66% pre-implementation.

Other notable improvements were in patients’ feelings of inclusion, respect, and confidence in the shift-change process. The results will be used to support expansion of Bedside Handover to other medicine units across the Region.

The project developed by the [Regional Medicine Program](#) (part of the CPSI Patient Engagement Collaborative), was implemented as a pilot project at Carbonear General Hospital. The goal was to improve patient and family satisfaction and increase meaningful engagement of patients and family at the bedside. The project team included five nursing unit champions, two client and family advisors, an advisory council, a site clinical educator, a quality and safety leader, director, managers.

Led by Regional Medicine Program Managers Shannon Perry and Susan Newhook in partnership with patient advisors Julie Hollett and Dorothy Mary Senior, the project is a leading practice that empowers patients to become involved in their own care by moving the nurse handover process to the patient’s bedside – a time when patients feel the most vulnerable.

“It has been very rewarding working with Eastern Health’s Patient Partners and the staff at Carbonear General Hospital to launch this fantastic initiative improving the quality and safety of patient care. Bringing the shift report to the patient’s bedside allows for patient input and gives both themselves and their family an opportunity to play a key role in their own healthcare.” – Susan Newhook, Program Manager, Regional Medicine Program, Eastern Health

“On behalf of Eastern Health, being recognized for our commitment to excellence in patient engagement for patient safety, and for our work in improving patient and family satisfaction at the bedside, is an honour and a privilege. Enabling our patients and families to take a more active role in their own care through the Bedside Handover Project has improved not only the overall care experience but has also increased patient engagement and overall satisfaction. Due to this project’s tremendous success, our patients feel more empowered, respected and have greater confidence in their care – outcomes that can now be applied throughout the region thanks to the hard work and dedication of the Regional Medicine Program team.” – David Diamond, President and CEO, Eastern Health



Members of the Eastern Health team, including a patient partner, have been invited to the [2020 National Health Leadership Conference](#) (NHLC), Canada's largest gathering of healthcare leaders, held in Edmonton on June 15 and 16, to share their successes, experiences and lessons learned with health leaders across Canada.

About the Recognizing Excellence in Patient Engagement for Patient Safety Program

The Recognizing Excellence in Patient Engagement for Patient Safety Program celebrates and spreads leading practices in patient engagement for patient safety. It was developed in 2018 in partnership by the Canadian Patient Safety Institute (CPSI), HealthCareCAN and Health Standards Organization (HSO) with support from Patients for Patient Safety Canada.

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About HealthCareCAN

HealthCareCAN is the national voice of healthcare organizations and hospitals across Canada. We foster informed and continuous, results-oriented discovery and innovation across the continuum of healthcare. We act with others to enhance the health of the people of Canada; to build the capability for high quality care; and to help ensure value for money in publicly financed, healthcare programs.

www.healthcarecan.ca

About Canadian Patient Safety Institute

The Canadian Patient Safety Institute (CPSI) is a not-for-profit organization that exists to raise awareness and facilitate implementation of ideas and best practices to achieve a transformation in patient safety.

Funded by Health Canada, CPSI reflects the desire to close the gap between the healthcare we have and the healthcare we deserve. www.patientsafetyinstitute.ca

About HSO

Health Standards Organization (HSO) builds world-class standards and innovative assessment programs, new technologies and activation services for accreditation bodies, governments, associations and others.

Our standards are designed in partnership with clinicians, policy makers, technical experts and patients to ensure they provide effective health services and overall value. We create global standards that help people in their local jurisdictions save and improve lives. www.healthstandards.org

About Patients for Patient Safety Canada

Patients for Patient Safety Canada is a patient-led program of the Canadian Patient Safety Institute and the Canadian arm of the World Health Organization's Patients for Patient Safety programme. We are the voice of the patient and bring our safety experiences to help improve patient safety at all levels in the health system. www.patientsafetyinstitute.ca/en/About/Programs/PPSC

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