

Summary of Key Actions Alberta Children's Hospital – HQCA Review

Key actions being implemented at Alberta Children's Hospital and throughout Alberta Health Services:

- Develop and implement standardized procedures for tracing and labeling all infusion lines.
- Make equipment adjustments to eliminate the ability to connect gastrostomy tubes to intravenous lines.
- As computerized order entry of medications is incorporated throughout Alberta Health Services, ensure the system allows clinicians to cross check medication dosage against patient weight or body surface area. In areas where computerized order entry is already in place, modify the system to ensure this function is available.
- Develop a consistent definition of patient and family centred care and determine how the principles of patient and family centred care will be implemented while continuing to ensure adherence to professional practice standards and patient safety.
- Review and update nursing policy related to medication administration, including independent double-checks, double-checks and safe doses; initial focus on pediatric care.
- Develop a strategy for medication reconciliation that includes the generation of a comprehensive medication history.
- Explore feasibility of providing a current medication profile for patients discharged from inpatient or ambulatory care and when drug dispensing services are accessed from the outpatient pharmacy. This includes education to patient and families in the importance of keeping the medication profile current and available.

Key actions being implemented at Alberta Children's Hospital:

- Ensure Clinical Nurse Educators at Alberta Children's Hospital spend increased direct time with staff (specifically staff new to an area or unit) to ensure thorough orientation of specific unit routines.
- Ensure staff and parents follow appropriate protocol for providing the correct breast milk to the child while in hospital; reinforcement of existing process for storing, requesting and feeding expressed breast milk, including requirement of double-signature and educating parents about breast milk as a body fluid (clinician and parent). Written instructions and information will be provided to families.
- Ensure refrigerators for storing expressed breast milk are secure and not widely accessible.

- Assignment of designated staff to do daily checks of the breast milk refrigerators for outdated items, readability of labels and ensure the locking mechanism is functioning.
- Design a standardized nursing care plan specifically for children with complex health care needs.
- Implement safety action teams on each patient care unit, including front line staff members.

Patient safety practices to be implemented by Alberta Health Services:

- Ensure accepted recommendations from patient safety reviews are prioritized and consistently put into practice throughout Alberta Health Services.
- Develop unique education methods, including sharing past experiences, to ensure health care professionals fully understand causes leading to errors and logic of follow-up recommendations, while respecting the confidentiality and sensitivity of the patients and staff directly involved.
- Develop a process to evaluate effectiveness of the implemented recommendations to assess if they are sufficient in preventing reoccurrence.

Patient safety practices under review by Alberta Health Services:

- Revise format of IV drug monographs to easily identify critical information and use standard terminology to describe routes of administration.
- In an effort to optimize team-based care and team relationships and to minimize human factors in patient safety related incidents, AHS will develop an action plan to ensure that the AHS values of Respect, Trust, Transparency and Engagement are embedded in the culture and day-to-day activities of all staff and physicians.