

EXPECT RESPECT:

Going Beyond the Basics – Creating and Sustaining a Culture of Safety and Respect

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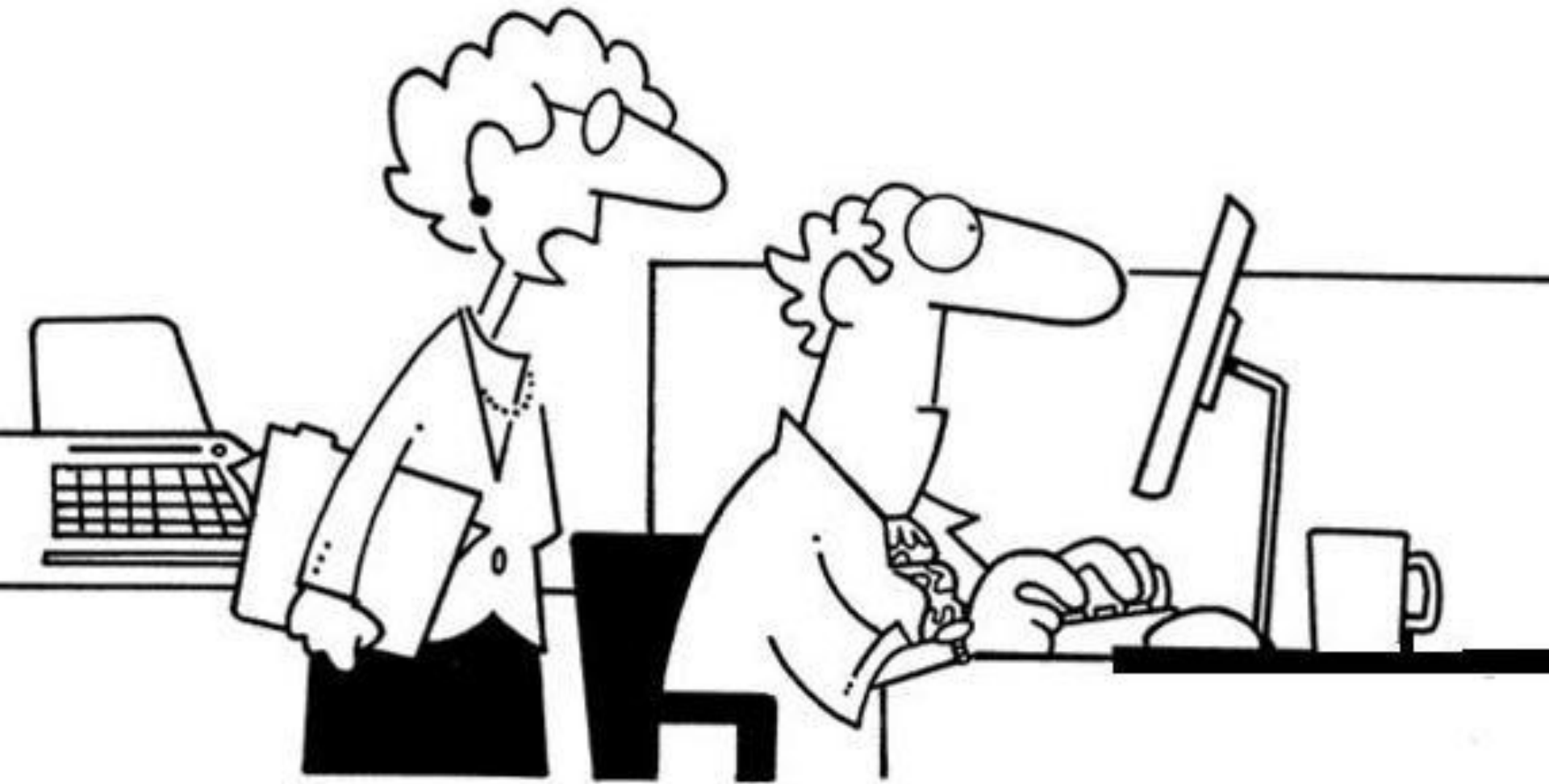
Our Environment

- Organizational Effectiveness
 - » Increased focus on safety and quality
- Culture of Safety Group
 - » Brought together patient safety & staff safety
 - » Safety Survey
- **Healthy Healthcare Leadership Charter**
- Ongoing work on Patient Bill of Rights
- Legislation



Our Approach?

- Go **beyond regulatory compliance**
- Build on positive health and safety culture
- Create a **shared commitment**
- Reduce incidents of disrespect
- Create **one** overarching **sustainable** program
- Lessen impact of violence in the workplace
- **Improve patient and staff safety**



“I’ve seen the error of my ways and I’ve decided to start being more respectful to my coworkers. Hey, bozo, I’m talking to you!”

- Builds upon our strengths!
- Expands existing policies & practice
- Integrates all components
- Funding



Our Challenges!

- Complexities of health care environment
 - » Shift-work
 - » Patient/family anxiety
- Activity levels of units/departments
- Time commitment
- Professional staff engagement
- Volunteer engagement
- Short timeframe for completion

Success: *Beyond* Bill 168

- Bill of Rights
- Risk Assessment
- Domestic Violence
- Communication Strategy
- Statement of Commitment

Bill of Rights and Responsibilities at Markham Stouffville Hospital Corporation

If you work at the hospital, you are responsible to...	Everyone has the right to...	If you are a patient or visitor, you are responsible to...
<ul style="list-style-type: none"> Treat others with courtesy and dignity Contribute to a quiet, healing environment 	<p>Be treated with respect</p>	<ul style="list-style-type: none"> Treat others with courtesy and dignity Contribute to a quiet, healing environment
<ul style="list-style-type: none"> Practise non-discrimination, creating an environment free from favoritism and bias 	<p>Be treated fairly and equitably</p>	<ul style="list-style-type: none"> Practise non-discrimination Consider that other patients may need help more urgently than you or your loved one
<ul style="list-style-type: none"> Use a calm tone of voice and non-threatening body language at all times Adhere to all policies Report unsafe or potentially unsafe conditions Teach patients about their role in safety 	<p>A safe environment</p>	<ul style="list-style-type: none"> Use a calm tone of voice and non-threatening body language at all times Leave objects at home that could cause harm Protect your own valuables and respect the hospital's property Follow all posted policies, including "Visiting Hours" Express your concerns
<ul style="list-style-type: none"> Treat co-workers as colleagues Freely share knowledge and expertise Know and respect each team member's role and scope of practice Participate in team planning and/or cooperate in implementing team plans 	<p>Be part of the health care team</p>	<ul style="list-style-type: none"> Tell your health care provider if there is a change in your condition or if problems arise after your treatment Follow the agreed upon treatment plan both in the hospital and after discharge Understand the consequences of giving or refusing consent Accept responsibility for decisions you make about your treatment or care
<ul style="list-style-type: none"> Be honest and courteous in dealing with others Provide information to others that is important for the effective, efficient and safe functioning of the hospital 	<p>Honesty, openness and information</p>	<ul style="list-style-type: none"> Provide relevant information to your health care team Let staff know when you don't understand any information given to you
<ul style="list-style-type: none"> Express empathy towards others Be patient and understanding with others 	<p>Compassion and caring</p>	<ul style="list-style-type: none"> Consider the feelings of others Be patient and understanding
<ul style="list-style-type: none"> Maintain confidentiality Report breaches of confidentiality 	<p>Confidentiality</p>	<ul style="list-style-type: none"> Choose one person to receive information about your treatment and to act as the spokesperson to other family members

Risk Assessment

- **Engaged Frontline Staff from ALL areas**
- **Risk Assessment Form & Action Plan**
 - » Physical risks
 - » Policies
- **Staff Focus Groups**
- **Electronic Incident Reports**



Domestic Violence

- Education/training - part of Expect Respect training
- Domestic Violence Guidelines for Managers and Directors
- Safety Plan Template
- Resources accessible on the intranet
- Support: Managers, OHS, Spiritual & Religious Care, Human Resources, EAP

Communication Strategy

Staff, Physicians and Volunteers

- **Over 1000 people face-to-face**
- **Self-directed learning packages**
- **On-line session with voice-over**
- **Engagement of Physicians & Volunteers**

Communication Strategy

Engaging Our Community!

- Local newspaper advertising
- Signage
- Website
- Expect Respect Booklets for all patients



When you visit Markham Stouffville Hospital, you can Expect Respect.

Markham Stouffville Hospital is committed to providing you and your loved ones with the best possible care, in a respectful and safe environment.

Your health-care team will involve you in your care and treat you with dignity. We will be honest and open with you while we provide you with compassionate care.

BEFORE we give you care we will:	WHILE we give you care we will:
<ul style="list-style-type: none"> ■ Clean our hands ■ Introduce ourselves ■ Identify you in at least two ways ■ Explain what we are going to do ■ Get your permission ■ Answer your questions 	<ul style="list-style-type: none"> ■ Treat you with dignity and respect ■ Explain what we are doing ■ Answer your questions ■ Check that you understand ■ Protect your privacy ■ Talk to you about safety

REMINDERS

The hospital will not tolerate any form of verbal or physical abuse or aggression from anyone.

People can have severe allergic reactions to latex and fragrance. Please do not bring latex products (e.g. balloons) into the hospital or use personal products with fragrance.

You can find more information on the *Bill of Rights and Responsibilities* posters at the hospital or online at www.msh.on.ca.

If you have any questions, please send them to myhospital@msh.on.ca

While you are a patient or visitor at Markham Stouffville Hospital, you are expected to:

- Treat others with courtesy, respect and dignity
- Practice non-discrimination
- Use a calm tone of voice and non-threatening body language at all times
- Contribute to a quiet, healing environment
- Provide relevant information to your health-care team
- Protect your own valuables and respect the hospital's property
- Leave objects at home that could cause harm

Thank You!



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www.msh.on.ca


Role of Volunteers



Statement of Commitment

*Individual and shared
commitment to
mutual respect &
positive relationships*

- All Employees
- Professional Staff
- Board Members
- Volunteers
- Students



The Hospital is committed to promoting, providing and maintaining a work environment where respect and dignity are demonstrated at all times.

The Hospital supports each individual's right to work in an atmosphere that is safe, healthy, supportive, secure, and respectful. Markham Stouffville Hospital Corporation has a zero tolerance for behaviour that is disrespectful or threatening.

Statement of Commitment

I, CAROLE MOORE, have been made aware of the policies that relate to workplace violence prevention and the Expect Respect Program of the Markham Stouffville Hospital Corporation.

I am committed to creating and sustaining safe working environment.

Print Name CAROLE MOORE Signature Carole Moore

Date MAY 31, 2010

‘Everyone is Talking’

- Shared **commitment to mutual respect** & positive relationships
- Supportive & **healthier workplace**
- Reduced Stress
- Reduced Costs
- **Safer patient care!**



Lessons Learned

- **Leadership** commitment is vital
- Engage **frontline staff** in entire process
- Use a wide variety education & communication methods
- **Be practical!**
- **Physician involvement** is essential
- Remember to engage the **Board**
- Focus on successes ... and share!

Questions?



QUALITY HEALTHCARE
WORKPLACE AWARD
SILVER

