



# PATIENT SAFETY PLAN PROTOCOL

## 1. CRMC Patient Safety Goal

In CRMC patients are the focus of our quality, attention, and health care service. We apply the best practices to prevent and promote the safety and well being to our patients while they are in the clinic. All CRMC team members work hard to follow the safety standards ensuring that patients be kept safe.

## 2. Type of services from CRMC

Cranston Ridge Medical Clinic is developed based on the principle of patient-oriented care delivery. Run by highly trained Doctors, Nurses, and Medical Office Assistants, who work in teams to assure each patient the highest standards of care provision, in our clinic, patients are not simply assigned to a family physician.

CRMC services for patients and their family, are:

- General Health
- Prevention and Wellness
- Children's Care
- Prenatal and Antenatal care
- Chronic Disease Management
- Family Planning
- Ear Syringing
- Flu/Pneumonia Immunization
- COPD and Asthma Care
- Gynaecology
- Sexual Health
- Women's Health
- Men's Health
- Minor Ambulatory Procedures
- Work/School/Travel Exams
- WCB
- Medical Examinations
- Mental Health Management
- Driver's Medicals

### **3. Health and safety risk in the clinic**

CRMC has a Health and Safety at Work Learning Program and the Fire Safe Protocol concerning all team members.

The objectives of this learning are:

- To understand the concept of Health & Safety at Work.
- To recall and explain the steps comprising the correct actions to be adopted in the event of adverse incidents.

CRMC has the Risk Assessment and Recommendations Table that show the risk for patients and workers, and the recommendations to prevent and control those risks. Also, CRMC has safety data sheets for the chemical products that have been used and are used in the clinic.

### **4. Assess patient safety issues**

According to the CRMC risk assessments and recommendations table, patients could experience the following issues:

- Acquire infections
- Falls on corridors and walking paths
- Hitting sharp edges of furniture
- Violence
- Fire

### **5. Patient safety plan**

CRMC is aware of the importance of providing an excellent and safe service to all patients for that reason we established the following plan:

#### *Infection Prevention and Control:*

The Clinic adopts prevention and infection control practices established by the World Health Organization (WHO) and Alberta Health Services (AHS). Those practices-protocols can be found in the Intranet CRMC web page for all members of staff to access.

- Hand hygiene (WHO)  
The handwashing procedures are printed and displayed inside the washroom and next to all sinks in the clinic to be easily followed by all patients and staff members. These procedures are also present, in the "Important Protocols" folder on the clinic's front desk and inside the workers washroom.
- Infection Prevention Control Manual (AHS)  
Infection Prevention Control - Community-Based Services Resource Manual is in CRMC intranet and in a folder at the front desk. All CRMC team members have access to the manual to apply those practices correctly.
- Infection Prevention Control Routine (AHS)

The infection prevention control routine practices help the clinic to prevent the spread of infections. The protocol is in the CRMC intranet and at the front desk to be easily accessible for all employees and to make sure the safety cleaning routine practices are adopted. Those practices are:

- ✓ Point of care risk assessment
- ✓ Hand hygiene
- ✓ Respiratory hygiene
- ✓ Protective Personal Equipment
- ✓ Handling Client Care Items and Equipment
- ✓ Environmental Cleaning
- ✓ Laboratory specimens
- ✓ Waste and sharps handling
- ✓ Client education

#### Dress-Code Protocol

CRMC adopts clinical uniforms for all its employees and contracted workers to prevent and reduce spread of nosocomial infections in the community. The protocol concerning the use of the uniforms strictly prohibits all members of staff to wear the uniform in any public place outside the clinic with the exception of the car park adjacent to the clinic for home-to-work and work-to-home travel.

#### Leadership Safety Checking

The leadership safety checking is carried out in the whole clinic areas every day before opening hours, and periodically during operating hours to prevent that patients suffer any harm.

The daily safety checking aims at preventing:

- Possible patient falls for inadequate position or wrinkles of the mat at the front desk area and for the wet floors in wintertime.
- Possible contaminations, for which reason, the clinic takes extreme precautions with the room and equipment cleaning tasks.
- Seasonal diseases – influenza. In the clinic we promote the flu vaccination for all patients' adults and children, and all members of staff are required to be vaccinated against the flu each year unless unable due to proven medical reasons.
- Respiratory illness. To prevent spread of respiratory illnesses, we strictly require each patient who reports respiratory symptoms (except for shortness of breath alone) to wear facemask immediately when they arrive to the clinic.

#### Safe and Peaceful Environment

CRMC provides a wide range of medical services for all patients within the most safe and peaceful environment possible, where any type of violence is unacceptable.

Safe Patient Information

CRMC complies with provincial and national laws and regulations concerning confidentiality. For that reason, we apply strict procedures to make sure that patient information is safe within the clinic and in the EMR system. Also, CRMC has a Passing Messages Between Healthcare Provider and Patient protocol to prevent errors when passing a message between a doctor/nurse practitioner/registered nurse and their patients.

The Medical Director of Cranston Ridge Medical Clinic, Dr. Tomasz Karczewski (MD, MMedSci, MRCGP, CCFP, LMCC)

T. Krczk DATE March 4<sup>th</sup>, 2020

The Clinical Manager of Cranston Ridge Medical Clinic, Dr. Dawid Karczewski (DPSN, BSc, MD, MScFamMed)

D. Karczewski DATE March 4<sup>th</sup>, 2020