

# **Patient safety incidents: Quality assurance and defusing/debriefing**

Learning from clinical adverse events is important to improve patient care. The following are resources that may facilitate this process. Providing a confidential and psychological safe environment is critical for these tools to be effective.

## **1. Improving the quality of patient care.**

“Overview - Learning from clinical adverse events in Alberta Health Services” is a document which has policies and procedures to facilitate learnings from serious clinical events (<https://www.albertahealthservices.ca/assets/info/hp/ps/if-hp-ps-learning-from-adverse-event.pdf>).

Quality Assurance Committees are part of the above policies. They have a specific structure and are protected by Section 9 of the Alberta Evidence Act.

(<https://insite.albertahealthservices.ca/assets/ps/tms-ps-qar-handbook.pdf>)

CMPA has recently given more guidance on team debriefings (<https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2019/team-debriefs-participate-and-minimize-your-medical-legal-risks>)

Critical Incident Stress Management (Defusing, Debriefing) - <https://insite.albertahealthservices.ca/Main/assets/Policy/clp-calgary-cc-dccm-admin-clinical-critical-incident-stress-mgmt.pdf#search=critical%20incident%20management>

Educational rounds (<https://www.albertahealthservices.ca/assets/info/hp/ps/if-hp-ps-educational-case-rounds.pdf>) are also another avenue for improving patient care

## 2. **Providing psychological support to clinicians**

PFSP - <https://www.albertadoctors.org/services/pfsp/i-need-help-now>

For AHS employees: Employee and Family Assistance Program (EFAP - <https://insite.albertahealthservices.ca/main/assets/hr/tms-hr-efap-brochure.pdf>)

For University employees: Employee and Family Assistance Program (EFAP <https://www.ualberta.ca/faculty-and-staff/employee-benefits/assistance-programs/efap-services.html>)

Chaplain - Call the hospital operator for the chaplain “on call”.

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