

# What were the key outcomes for each of your main project objectives?

- **Increase staff satisfaction with work by strengthening teamwork, communication and group cohesion**
  - Survey (N=21) showed nurses perceived significant improvements in communication, teamwork, information-sharing
  - Nurses perceived increased opportunities to participate in decision-making, get involved in projects, develop and apply new skills and learning
  - No significant change in overtime or absentee rates; turnover rates continue to increase each year
  - Focus groups and surveys identified implementation of safety program as potential for positive impact on recruitment, retention, absenteeism

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- **Engage senior leaders in visible, safety-focused activities**
  - Leadership Walkrounds™: leaders visited clinical areas regularly to talk with staff about patient safety – very positive feedback
  - Safety Tour conducted by Board and Executive gave staff a chance to showcase changes, demonstrated leadership commitment to safety
- **Raise awareness about patient safety and provide staff with opportunities to identify and help solve safety issues**
  - Pilot site survey, staff survey and focus groups showed increased awareness of patient safety and staff role in safety
  - eCUSP software “snapshot” showed 267 active safety issues, 204 resolved issues, 30 improvement projects, 13 shared stories

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- **Offer support and tools to clinical teams through a comprehensive patient safety program**
  - Participants were offered education & training, access to eCUSP, support & coaching from quality & safety experts
  - Training delivered through interactive small group sessions, one-on-one support, elearning
  - Staff seconded from participating sites to learn new skills, apply in their clinical areas, build sustainable approach
  - Pilot site created permanent quality and safety leader position, continue to build on successes; other areas struggling to find time to continue work