

Submitted by
Canadian Mental Health Association



CANADIAN MENTAL
HEALTH ASSOCIATION
ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE

**Submission to the Task Force on Adverse Health Events
By
The Newfoundland and Labrador Division of the Canadian Mental Health
Association**

Preamble:

The Newfoundland and Labrador Division of the Canadian Mental Health Association (CMHA-NL) is a non-profit charitable organization providing advocacy, public education and information and referral in relation to mental health and mental illness. CMHA-NL has been existence in this province since 1964.

CMHA-NL commends the provincial government for establishing the Task Force on managing adverse medical events in order to promote a culture of safety within the health care system and to minimize the impact of medical errors and adverse medical events.

The Executive Director and a Board Director of CMHA-NL attended the recent forum on managing adverse health events and were impressed with the quality of presentations and the approach taken to seeking input from groups and organizations involved in the broader health sector.

Following attendance at this forum and at the symposium hosted by the Cameron Inquiry (attended by the Executive Director) these recommendations are respectfully made.

Recommendations:

- 1. Establish a Patient and Family Safety Council in each health care region. These councils should be comprised of residents from the region - some of the membership will have experienced medical errors while in the care of the related or other health region.**

Councils will be tasked with providing advice to the Regional Integrated Health Authority on enhancing patient safety; hearing concerns from regional residents regarding medical safety issues and providing advice and recommendations on how to address these issues; and promote patient and

family involvement in safer medical care through whatever means is reasonable and appropriate.

- 2. Establish patient advocate positions in each health region. These positions will focus on patient and family concerns in relation to health care provided, document the nature of the concern, steps taken to resolve the concern and provide a related monthly report to senior management of the RIHA and the Patient and Family Safety Council. The advocates will attend the meetings of Council to ensure two-way communication in relation to medical safety issues.**

- 3. Each Regional Integrated Health Authority issue a semi-annual report to their regional residents on safety measures that have been adopted as a result of identifying a medical care issue/error and making the related improvements. Such a report will be released to local media and posted on the RIHA website. The patient advocates should be identified in these reports as RIHA contacts should members of the public or media have questions – this may promote more direct communication between the public and the RIHA.**

Respectfully prepared by:

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