

# Canadian Patient Safety Week

## Celebrating Everyday Safety Acts

The Celebrating Everyday Safety Acts activity invites everyone involved in delivering or receiving care to recognize, share and celebrate actions that make care safer. This proactive approach enables us to explore, learn and act before harm occurs. It highlights the importance of recognizing and celebrating when, why and how things go well, rather than focusing on learning when things go wrong.

### Activity Card

### Time required

The time required to complete this activity is variable. You can adapt the activity as needed to best suit your setting and the time you have available.

### What you need

- A physical or virtual space for people to gather.
- A facilitator to lead people through the activity.
- A way to document the everyday safety acts shared by participants (for example, pieces of paper or sticky notes that can be displayed on a wall or an online form).

### Who to include

Include a range of people including:

- all staff regardless of their role and position
- physicians
- patients, residents, clients and care partners
- volunteers, community partners and members of the public
- board members

Consider how you will invite patients, caregivers and community members to share and celebrate their everyday acts of safety. Including their perspectives enables everyone to learn and celebrate the many ways we all contribute to safer care.

# Hosting the activity

## Step 1: Assemble

Gather the participants for the activity. Consider planning the activity for a time people already come together, such as your safety huddles, staff or board meetings, retreats, town halls or community events.

## Step 2: Introduce

Introduce the activity. Help participants feel safe to share openly during the activity by:

- Making time for everyone to introduce themselves.
- Setting clear expectations that this activity focuses on things that are done well (not what went wrong).
- Showing curiosity and asking open ended questions that invite participants into the conversation.
- Actively listening to and acknowledging everyone's contributions.
- Emphasizing that everyone contributes to safety and we are all learning from each other.
- Sharing an example of everyday safety from your own experience or something you have seen someone else do.

## Step 3: Reflect

Ask participants to self-reflect on what they do to create safety (i.e. their own personal safety behaviours), and/or what they have observed other team members, patients and care partners do.

## Step 4: Share as a pair

Ask participants to share their everyday acts of safety with one other participant in the group.

## Step 5: Share with the group

Ask participants to share their act of everyday safety with the rest of the group.

## Step 6: Summarize

Share a summary of the takeaways from the conversation and invite participants to add in their own takeaways.

## Step 7: Initiate, share and spread

Encourage participants to incorporate these acts into their daily practice — and to share and model them for others.

## Step 8: Keep the celebration alive

Find creative ways to document and celebrate everyday safety acts over time. For example:

- Use pieces of paper or large sticky notes to create a visual collage of everyday safety acts.
- Ask participants to document their everyday safety act using an online form.
- Create short videos showing examples of everyday safety acts.
- Take notes, videos or audio recordings of participants sharing their everyday safety acts.

Safety Board



## Tips for success

- Creating a safe space where everyone feels comfortable to speak up requires planning and preparation. Your role as a facilitator is to set the stage for the activity.
- People tend to talk about what went wrong, not what they or others do well. Set the expectation at the start of the activity that the conversation focuses on what is done well.
- Don't force people to participate. Start with participants who are willing to get involved.
- Think about times where there are natural pauses in your setting and use these times to do the activity. If there are no natural opportunities, build the activity into a team meeting.
- Find time to build this activity into your routine on an ongoing basis. Celebrating everyday safety acts regularly can build momentum and encourage others to get involved.
- Find creative ways to document and celebrate safety acts over time.

## Debrief

After completing this activity, you may want to debrief with a few trusted colleagues to determine if it was successful and how to improve it.

Consider asking:

- What went well?
- Even better if...
- Next time try this...