

## **BOARD OF DIRECTORS – BOARD POLICY**

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<b><u>POLICY TITLE</u></b> <b>PATIENTS, CLIENTS AND RESIDENTS SAFETY</b>		<b><u>NUMBER</u></b> TBA	
<b><u>AUTHORIZATION</u></b> Board of Directors	<b><u>DATE APPROVED</u></b> May 2007	<b><u>CURRENT VERSION DATE</u></b> May 2007	

### **DATE(S) REVISED / REVIEWED SUMMARY**

Version	Date	Comments / Changes
1.0	May 2007	Initial Policy

### **POLICY STATEMENT**

The Board of Directors (the Board) of the Fraser Health Authority (Fraser Health) is committed to ensuring quality care and safety in all Fraser Health programs and services.

The Board has governance responsibility to ensure effective mechanisms and policies are in place to support quality improvement and patients, clients and residents safety initiatives throughout Fraser Health.

### **UNDERLYING PRINCIPLES**

#### **Just and Trusting Culture of Patients, Clients and Residents Safety**

The Board is committed to fair, supportive and flexible processes for evaluating and making improvements to safety hazards and situations where patients, clients and residents have been harmed or nearly harmed in the course of receiving health care or services from Fraser Health. This commitment provides the fundamental support for building a culture of safety and is characterized by continuous improvements and continuous learnings to care and services provided by Fraser Health.

#### **Reporting Safety Hazards and Patients, Clients and Residents**

The Board is committed to continuously improving patient, client and resident safety and reducing risk through learning by expecting the reporting of safety hazards and situations where patients, clients and residents have been harmed or nearly harmed. The reporting of safety hazards and situations where patients, clients and residents have been or nearly harmed will be done in keeping with a Just and Trusting Culture.

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### **Disclosing Harm to Patients, Clients and Residents**

In situations where patients, clients and residents have been harmed in the course of receiving health care or services from Fraser Health, the Board is committed to a process of acknowledging, apologizing for and providing factual information to patients, clients and residents about the circumstance that led to the harm.

### **Informing Principal Health Partners and Stakeholders About Safety Issues**

The Board is committed to informing principal health partners and stakeholders about safety issues that may reasonably expect to adversely impact the health of patients, clients and residents or the public's confidence in Fraser Health.